



**POLICY AND ADMINISTRATIVE  
PROCEDURES**  
**Manual of Policies and Procedures**

Title

**THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF  
SERVICE PROGRAMS**

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5(a)(8)	00-02-101    04-01-301 01-01-101    04-03-103 01-02-101	

I. PURPOSE:

The purpose of this policy and administrative procedures is to establish guidelines for the development, implementation and review of services available to staff, including retired staff, other governmental agencies and not-for-profit organizations at selected Department facilities.

II. POLICY STATEMENT:

The Department shall develop offender training and work programs that enhance facility manageability and the offender’s reintegration into the community.

The facilities may provide certain services to staff, including retired staff, other governmental agencies and not-for-profit organizations, as designated. The provision of these services shall be incidental to the maintenance and operation of the programs involved. All services provided under this policy shall be equally available to all eligible persons and agencies or organizations, except that state-owned property and requested services for state business shall receive priority. These services may be available to:

- A. Department staff members, their spouses and dependents living with them;
- B. Governmental (including state, county and local) agencies and not-for-profit organizations; and,
- C. Retired Department staff.

All cases of misuse or abuse of service programs shall be documented. The abuse or misuse of a service program shall be based upon a clear violation of the intent of this policy, its administrative procedures or facility operational procedures, including favoritism or special treatment of a specific person(s) in the provision of these services. Appropriate sanctions shall be imposed for staff persons who are found to have misused or abused the services programs.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	2	20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

All supplies, parts and materials, except small incidental items, used for the provision of these services shall be provided by the eligible person receiving the services

All fiscal functions related to the provision of these services shall adhere to bookkeeping practices as approved by the State Board of Accounts and in accordance with all applicable statutes and rules.

The Department shall establish and maintain a record keeping system that standardizes service program requests and the related reporting documents. Internal audits and reviews shall be conducted both by the appropriate facility and the Department.

### III. DEFINITIONS:

For the purpose of this policy and its administrative procedures, the following definitions are presented:

- A. **ASSIGNED STAFF:** Staff employed at a specific facility.
- B. **AUDIT:** An administrative review of records and documents used in the administration and operation of service programs to verify that applicable procedures are being followed.
- C. **CENTRAL OFFICE:** The centralized executive and administrative offices of the Department of Correction.
- D. **DEPENDENT:** An individual who resides with an employee and is claimable by that employee as a dependent for purposes of state and federal income taxes.
- E. **EXECUTIVE DIRECTOR/ADMINISTRATION:** The executive staff person in the Department with management responsibility for fiscal affairs of the Department.
- F. **DIVISION DIRECTOR:** An administrative staff person responsible directly to the Commissioner or a Deputy Commissioner for the operation of a division within the Department.
- G. **ELIGIBLE STAFF PERSON:** A staff person eligible to receive services under the provisions of this policy and its administrative procedures.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	3	20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

- H. **FAMILY UNIT:** A staff person, his/her spouse, and dependents residing with the staff person.
- I. **FACILITY HEAD:** The chief administrator of a facility within the Department.
- J. **FIELD AUDITOR:** A staff person assigned to the Division of Field Audits with the responsibility of auditing facilities to ensure compliance with these procedures.
- K. **GOVERNMENTAL UNIT:** A subdivision or agency of state, federal, county, or municipal government, not including the individual employees of the subdivision or agency.
- L. **NOT-FOR-PROFIT ORGANIZATION:** A non-governmental organization or agency which has been granted a special tax exempt status as shown by a current Internal Revenue Service Form 990, "Return of Organization Exempt from Income Tax," or an organization whose annual gross receipts are normally less than \$25,000, churches, church affiliated foreign mission societies, and religious orders involved exclusively in religious activities who have a current letter of determination or ruling from the Internal Revenue Service identifying them as such.
- M. **SERVICE:** The work product of offenders assigned to vocational education programs received by an eligible staff person, governmental agency or not-for-profit organization under this policy and its administrative procedures.
- N. **SERVICE PROGRAM:** An authorized vocational education program which provides services in accordance with these procedures.
- O. **SERVICE PROGRAMS COORDINATOR:** The staff person of a facility, regardless of job classification, who is designated by the Facility Head to oversee and to monitor services performed under this policy and its administrative procedures by vocational education programs.
- P. **STAFF (STAFF PERSON, STAFF MEMBER):** A person employed by the Department on a full or part time basis, excluding volunteers and contractual employees. Employees who have retired in good standing are considered staff for the purpose of this policy and its administrative procedures.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number 04-06-103	Effective Date 09/01/08	Page 4	Total Pages 20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

- Q. **VOCATIONAL EDUCATION PROGRAM:** A training program operated by or contracted for the Department and approved by the State Department of Education, which is designed to train offenders in specific vocational skills, occupational knowledge, positive work habits, and positive attitudes for entering the job market.

#### **IV. PURPOSE OF SERVICE PROGRAMS:**

Service programs shall be vocational education programs that provide training to offenders which may be used to obtain employment in the community. The goals of providing service programs are to:

- A. Provide meaningful educational activities for offenders and to minimize idleness, thus creating an atmosphere conducive to maintaining a safe and healthy facility environment;
- B. Teach skills to the offender, or to enable the offender to practice and refine previously learned skills, so that he/she may be better equipped to re-enter the community in a productive manner upon release and not return to criminal activities; and,
- C. Provide a service to the facility and to those eligible to receive such services.

Services provided by vocational education programs are designed to provide students with the opportunity to practice and refine skills learned in the programs by providing diverse work projects which more closely approximate the actual application of learned skills. These services are provided as they relate to the curricular needs of the program, not as a benefit of employment or convenience to the recipient of such services.

#### **V. STATEMENT OF SCOPE:**

This policy and its administrative procedures address services provided at Department facilities which are available to:

- A. Eligible staff members, their spouses and dependents living with them;
- B. Governmental units; and,
- C. Not-for-profit organizations.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number 04-06-103	Effective Date 09/01/08	Page 5	Total Pages 20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

Staff occupying positions of Facility Head, Assistant Facility Head, Division Director or above shall be excluded from utilizing service programs.

This policy and its administrative procedures do not address repair of state equipment or services provided to staff in the discharge of official duties. Nor does this policy and its administrative procedures address services or goods produced by PEN Products. Staff shall have the same access to the goods and services of PEN Products as members of the general public.

The services provided under this policy and its administrative procedures shall be available equally to all eligible persons and organizations. The operational procedures developed by the facilities shall be consistent and in accordance with these administrative procedures.

These services are not provided as a benefit of employment or to provide monetary gain for staff, but for the purposes set forth in the preceding section. It is imperative that this purpose is made known to all staff requesting services under these administrative procedures.

### **VI. WORK OPPORTUNITIES FOR OFFENDERS:**

The Department is dedicated to providing relevant, constructive, and appropriate training and work programs for offenders. In considering the development and implementation of new service programs, the services to be provided by the programs are to be based upon the following:

- A. Security of the facility;
- B. Training needs and opportunities for offenders;
- C. Establishment and enhancement of positive work habits for offenders;
- D. Assignment of offenders to structured and supervised training programs for the benefit of the Department, the offender and for the safety of the general public;
- E. Utilization of available department staff and resources;
- F. Needs of the facility; and,
- G. Needs of the other governmental agencies and the local community.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number 04-06-103	Effective Date 09/01/08	Page 6	Total Pages 20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

### **VII. APPROVED SERVICE PROGRAMS:**

The approved service programs are listed in ATTACHMENT I. These service programs are the only services approved by the Department. The Facility Head shall ensure that these service programs are operated as described and in accordance with these procedures. Service programs operated at more than one (1) facility shall be operated as consistently as possible within the security and operational abilities of each facility.

### **VIII. INITIATION OF A SERVICE PROGRAM:**

Any service program made available to staff or other eligible persons/organizations, as designated in these procedures, shall be approved in writing by the Commissioner or designee prior to implementation. In determining whether a new program should be initiated or an existing program revised, the Facility Head shall ensure that the program, or proposed program, meets all applicable standards, including those of the American Correctional Association (ACA), Occupational Safety and Health Administration (OSHA), State Fire Marshal, State Department of Education (DOE), and other health and safety agencies. Proposed programs also shall be evaluated in terms of effectiveness in teaching offenders useful job skills. Each program is to be evaluated in terms of the number of offender training assignments it will create or add and whether it fulfills a need for the facility. The Facility Head shall take into consideration the budget impact of the service program, the facility's need to provide the service program and whether the service program furthers the mission of the Department and the facility.

Any request for initiation of a service program or modification of an existing service program shall be prepared in narrative form and submitted by the Facility Head to the Department Policy Manager. The Department Policy Manager shall submit the request to the appropriate Regional Director/Operations or Executive Director/Juvenile Services for review and approval. The request shall include:

- A. A summary of the service program, including:
  1. Name of the service program;
  2. Scope of the services available under the program;
  3. Brief description of the service program;
  4. Guidelines governing availability of services;
  5. Justification for availability of services;
  6. Proposed access fee; and,
  7. Contact person;

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number 04-06-103	Effective Date 09/01/08	Page 7	Total Pages 20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

- B. A needs assessment justifying the necessity of the service program;
- C. The relevance of the service program to facility manageability and offender training; and,
- D. The anticipated fiscal impact of the program.

If the request is deemed appropriate, the Regional Director/Operations or the Executive Director/Juvenile Services shall share the request with the Deputy Commissioner/Operations. If the request is approved by the Deputy Commissioner, the Deputy Commissioner's decision shall be sent to the Department Policy Manager who shall prepare a memorandum to the Facility Head advising as to the decision. The requesting Facility Head shall be notified in writing of the decision. A copy of the decision shall be forwarded to the Director/Field Audit Division and a copy filed by the Department Policy Manager.

If such a proposal is approved, a written summary of the service program shall be prepared and appended to the facility's operational procedures. A copy shall be submitted to the Department Policy Manager for filing.

### **IX. ESTABLISHMENT OF PRIORITIES FOR SERVICE REQUESTS:**

The Facility Head, or designee, shall be responsible for determining the priority of any request for service. The priority assigned to a request shall be based on the following criteria:

- A. The service needs of the facility;
- B. The nature of the request (routine or emergency);
- C. The learning or training opportunity of offenders resulting from the request;
- D. The curricular needs of the program providing the service; and,
- E. The availability of parts and materials at the facility.

Whenever possible, the scheduling of services or repairs is to be done in advance to minimize delays and to provide a more efficient operation. Repairs or services to state-owned equipment and property shall be given first priority over repairs or service to privately-owned equipment or property. Under no circumstances shall

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	8	20
Title			
<b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

requests for services to personal property take precedence over services to state-owned property or equipment. Services to personal property shall be performed only when there is no need for services to state-owned property or equipment or when there are no services to state-owned property that will meet the needs of the service program.

The second level of priority shall be requests from governmental units and not-for-profit organizations. The final level of priority shall be requests from eligible staff.

Services shall be performed on a first come, first served basis as a general rule. However, services must be balanced against curricular needs of the program, anticipated training value of the requested service, and the nature of the requested service (routine or emergency). The Facility Head or designee may designate a higher priority to emergency requests.

### **X. AVAILABILITY OF SERVICES:**

Staff persons assigned to a specific facility are to utilize the services available at that facility rather than another Department facility, whenever possible. Staff from Central Office, Parole Services, or a facility where services are not available may request a specific service from any Department facility offering such service. Department staff is to schedule such service during off-duty hours or as incidental to other official business.

### **XI. USE OF STATE EQUIPMENT:**

Offenders shall perform services utilizing equipment in the facility. Offenders are not to be taken from facility grounds for service to an eligible person's home or property. Offenders may be taken to a state-owned residence to perform services necessary for the maintenance or repair of the state-owned residence, state-owned equipment located at that residence, or other property owned by the state.

Offenders may be allowed to provide certain emergency services for all Department staff away from the facility, such as emergency starts of vehicles (e.g. using booster cables on the battery) and tire changes for eligible employees, at the discretion of the Facility Head. Such services shall be provided based on emergency situations and the availability of resources. In general, such services are to be provided only on state property.



# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	9	20
Title			
<b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

### **XII. FEES AND CHARGES - PARTS, MATERIAL, AND SUPPLIES NEEDED FOR SERVICES:**

Any eligible employee requesting a service under these procedures shall pay an access fee to the Business Administrator or as designated by the Facility Head prior to being permitted to have access to such service. Applicable access fees are listed in the schedule contained in ATTACHMENT II. Not-for-profit organizations and governmental units shall not be required to pay an access fee.

Accounting procedures shall be in accordance with approved State Board of Accounts rules, and shall be detailed in the operational procedures for each facility.

The person or organization requesting the service shall be required to provide all parts, materials, and supplies needed to perform the service prior to the service being started, and shall be responsible for delivering such items to the facility in accordance with operational procedures for the facility. Any additional parts needed after the service is started shall be provided by the requestor in the same manner. All parts, materials, and supplies shall be provided within the time limits noted on State Form 5894, REQUEST FOR SERVICES.

Follow-up services may be permitted if, as determined by the Service Programs Coordinator and program instructor, the initial access did not provide the service requested and approved.

Any exception to this shall be made only by the Commissioner or designee in writing, following formal request from the Facility Head.

### **XIII. SPECIAL WORK OR SERVICE PROJECTS:**

These procedures do not prohibit special projects undertaken by offenders to provide additional revenues for supplemental recreation opportunities. Such projects shall be approved by the Facility Head and the revenues generated shall be used exclusively for the direct benefit of the offender population at the specific facility. The revenue generated by these special projects shall be deposited in the facility Inmate Recreation Fund and handled in a manner consistent with Policy 04-01-105, "Recreation Fund Administration". These special work or service projects do not include private businesses operated by offenders. Private businesses operated by offenders shall be approved in accordance with Policy 02-01-116, "Offender Business Activities". Staff shall not do business with a privately operated offender business without the approval of the Commissioner or designee.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	10	20
Title			
<b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

#### **XIV. LIABILITY OF SERVICE PROGRAMS:**

Persons utilizing service programs shall be made aware that the Department does not assume liability or responsibility for the loss of, or damage to, items brought in for repair or service. Offenders working in these programs are considered to be in training and are not fully trained or licensed craftsmen. Persons utilizing these programs shall be made aware that mistakes can be made, and even though mistakes are made, they will still be held liable for all parts, materials, and supplies necessary to complete the requested service.

Any exception to this shall be made only by the Commissioner or designee, in writing, following formal request from the Facility Head.

#### **XV. POSTING OF SERVICE PROGRAM SUMMARIES:**

Each Facility Head shall ensure that a summary of the available service programs is posted conspicuously in the area in which the service is provided, as well as other areas of the facility to ensure that staff has access to the information.

The Facility Head shall ensure that these summaries are updated as needed and posted in the prescribed manner after they have been approved by the Deputy Commissioner/Operations.

#### **XVI. VIOLATION OF THESE PROCEDURES:**

Any violation, abuse, misuse or misrepresentation concerning this policy or its administrative procedures or the use of service programs shall result in the immediate suspension of all privileges associated with the use of such programs to the individual. Also, violations, abuse, misuse or misrepresentation may result in disciplinary action up to and including suspension or termination in accordance with State Personnel Department rules.

Staff suspecting a violation, abuse, misuse or misrepresentation concerning this policy and its administrative procedures or the use of service programs shall report this information in writing to the Facility Head immediately. Staff who knowingly fails to report any violations, abuses, misuses or misrepresentations concerning these procedures or the use of service programs may be subject to similar disciplinary action.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number 04-06-103	Effective Date 09/01/08	Page 11	Total Pages 20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

### XVII. SPECIAL SERVICES - MEDICAL SERVICES:

Health care services within a facility are established to provide services to the offenders committed to the Department. Health Care Services shall not provide general health services to staff, volunteers and/or visitors. These individuals are expected to utilize other resources, such as person physicians, in order to obtain health care services.

Limited types of health care services may be provided to Department staff, volunteers and visitors. Health Care Services staff may provide: (1) services to staff that are incidental to the delivery of services to offenders; (2) services that are mandated by law; (3) services for urgent and emergent needs; and, (4) certain physical examinations/screenings required for licensing purposes.

Provision of health care services, including over-the-counter medications, for health care problems that arise in the work place, but that are neither urgent (requiring first aid or emergency services) nor work related are not permitted. These services may be addressed by the staff person, volunteer or visitor with a non-departmental health care provider of the staff person's choice.

Health Care Services may provide health care services to staff in the following circumstances:

- A. Limited interventions necessary to accomplish the primary goal of treating offenders:
  - 1. Tuberculosis screening, including Mantoux skin tests and verbal screening by health history;
  - 2. Reviewing of potential exposures to blood or other potentially infectious material to determine if an exposure incident has occurred; and,
  - 3. Offering and providing of Hepatitis and other vaccines as authorized by the Commissioner;

- B. First Aid:

Staff receiving an on-the-job injury and volunteers and visitors injured at the facility may be provided First Aid treatment by the facility's Health Care Services. (First Aid does not include the provision of over-the-counter medications for colds or other symptoms.) In those cases

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	12	20
Title			
<b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

requiring additional services, the staff person, volunteer or visitor shall be directed for further care to an appropriate medical facility of the facility's choice for staff or at the volunteer's or visitor's choice. This medical facility may be one covered by the person's health insurance.

If additional services for staff are required or authorized by the facility because the source of the immediate need was work related, these services may be obtained from the designated health care provider at the facility's expense or at the staff person's expense if any other health care provider is used. If the additional services are not work related, they are to be obtained at the staff person's expense from any provider chosen by the staff person.

C. Emergency medical needs:

Staff, volunteers or visitors with emergency medical needs shall receive services immediately from facility Health Care Services. The goal of these services is rapid stabilization followed by transfer or referral to an off-site provider. (The selection of a non-departmental service provider shall be as indicated in XVII.B.) The method of transport shall be appropriate to the individual's medical condition. The determination as to whether an emergency situation exists is a professional determination carried out by facility Health Care Services, usually a registered nurse. On-site emergency needs beyond the limits of nursing practice may be referred to a nurse practitioner, physician assistant or physician, if available on-site. Other than as part of obvious emergency protocols, nursing staff are not permitted to provide emergency medication without specific authorization from a physician, physician's assistant or nurse practitioner.

D. Services mandated by law:

The OSHA standard regarding bloodborne pathogens mandates the provision of Hepatitis B vaccine to employees with occupational exposure. Health Care Services shall provide this service to staff. Staff is to refer to the Department's Exposure Control Plan for additional information.

Post-exposure follow-up services are to be provided by off-site health care personnel and not by the Department. The Department shall pay for the costs of these services as required by OSHA rules. (Generally, the amount paid by the Department shall be the staff person's co-payment or deductible portion not covered by the individual's health insurance.)

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	13	20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

Health Care Services shall assist in the determination as to whether an exposure to blood or other potentially infectious materials has occurred.

E. Employee assistance programs:

The referral of staff by the Employee Assistance Program services staff is authorized and encouraged when indicated.

F. Physical examinations:

Health Care Services is authorized to provide certain medical clearance examinations (physical examinations)/screenings to staff needing such clearances in order to obtain or maintain certifications or licenses (e.g. Commercial Driver's license, barber license) needed in the course of employment with the Department.

Health Care Services shall not provide any other health care services to staff, volunteers and visitors other than as described previously. Facility Heads may determine whether it is advantageous to the facility to provide vending machines for the sale of over-the-counter medications to staff, volunteers and visitors. In such cases, the Facility Head or designee shall make any necessary arrangements with the selected vending contractor to provide the following medications (described by chemical or generic name):

A. Analgesics, Antipyretics and Anti-inflammatories:

1. Aspirin, with or without buffering;
2. Ibuprofen;
3. Acetaminophen;
4. Naproxen; and,
5. Any of the above in combination with caffeine.

B. Cold, Cough and Nasal Congestion Preparations:

1. Guaifenesin; and,
2. Pseudoephedrine.

C. Stomach Preparations:

1. Bismuth subsalicylate;
2. Aluminum hydroxide and magnesium hydroxide;
3. Calcium carbonate with or without magnesium carbonate; and,

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	14	20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

4. Simethicone, alone or in combination with another member of this group.

The facility may include any or all of the medications listed. However, no other medications may be included for sale in a vending machine. All medications included for sale shall be in non-liquid form only.

### **XVIII. SPECIAL SERVICES - DENTAL SERVICES:**

Dental services shall not be available generally to staff, volunteers and/or visitors. Dental services may be provided in accordance with the requirements indicated in Procedure XVII. In emergency situations, (i.e., serious dental problem as a direct result of performance of job duties) treatment may be given to stabilize the staff person, volunteer or visitor until a private dentist can be seen.

### **XIX. SPECIAL SERVICES - OPTOMETRIC SERVICES:**

Optometric services shall be available to staff only on an emergency basis resulting from an injury sustained on the job from a job-related accident or for the purpose of screening a staff person for obtaining certification or licensure to perform specific job responsibilities. Optometric services shall be in accordance with the requirements indicated in Procedure XVII. Repair to eye glasses at Department expense may be available to a staff person who sustains breakage to the eye glasses resulting from a job-related accident during the performance of official job duties.

Optometric services shall be available to volunteer service personnel or visitors only on an emergency basis resulting from an injury sustained at the facility. Emergency services shall be limited to first aid treatment utilized to stabilize the condition until the individual can obtain outside optometric attention.

### **XX. SPECIAL SERVICES - MEALS:**

#### **A. Normal Facility Meals**

Department staff may dine at a facility based upon the location of the staff dining room and relevant security and custody concerns. Department staff shall be permitted to obtain a meal at a facility at a cost of \$ 1.00 per meal. For the purpose of the provision of meals, staff includes contractual persons who are providing an integral service to the operation of the facility, such as Health Care and Food Service personnel. Staff receiving a meal at the facility shall be required to obtain the meal in the designated

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	15	20
Title			
<b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

dining area and shall be required purchase a meal ticket that will be punched to indicate that a meal was obtained. Staff shall obtain only one (1) meal at each meal time. Meals provided to staff shall be the same meal as provided to the offenders at the facility at that meal.

It is the intent of this policy and its administrative procedures that staff required to supervise the operation of offender dining areas during meal time shall be provided a meal without cost. Custody staff shall be provided a meal without charge and shall not be charged time, up to ½ hour, during the meal time when required to supervise offenders while eating a meal. Non-custody staff permitted to eat in the designated dining area shall be charged for the ½ hour meal time.

Any staff person who cannot be relieved or who must continue to supervise offenders during a regular meal time shall be provided a meal at the post where the staff person is assigned. For the purpose of these procedures, a staff person who eats in the same dining area as offenders shall not be considered to be supervising offenders unless the staff person's meal is interrupted to assist in an offender incident, such as to assist in stopping an offender disturbance. The Facility Head shall identify all posts where a staff person shall be provided a meal at the post. The designation of such a post shall be based upon the inability to relieve staff assigned to the post due to program accountability and the convenience to the Department.

The Facility Head shall determine when dining privileges may be provided to visitors and other government employees. In cases where dining privileges are extended to visitors or non-facility staff, the meal must be purchased at the designated meal price. (Non-Department staff shall be charged \$ 1.00 per meal, except as noted in these administrative procedures.) The meal may be purchased by the visitor or by a staff member in accordance with facility procedures for the purchase of meals. Meals provided to visitors shall be the same as the meals provided to the offender population. The decision to extend dining privileges to visitors shall be based upon:

1. Security and custody considerations;
2. Facility manageability;
3. Availability of dining facilities and food; and,
4. Circumstances of the visit.

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	16	20
Title			
<b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

Visitors who are performing assigned duties and who are required to sample a meal for health, safety or compliance purposes shall be provided one (1) meal per visit without charge.

A meal shall be provided to staff called in to the facility in an emergency situation as presented in Policy 02-01-103, "Emergency Response Operations". The provision of a meal shall be the decision of the Facility Head or designee. Under no circumstances is a food item to be taken from the facility by a staff person without the written approval of the Facility Head.

### **B. Culinary Arts Programs Meals:**

Staff may be permitted to purchase meals or baked goods or other food items from the facility's Culinary Arts Program with the approval of the Facility Head. Staff shall be required to purchase these meals or food items at a cost as determined by the Culinary Arts Instructor and the Facility Head or designee.

With the approval of the Facility Head, the Culinary Arts Program may be authorized to prepare special meals for Department staff in conjunction with meetings being held at the facility. In these cases, staff shall be required to pay a designated amount for the provision of the meal. All meals provided shall be in accordance with the program needs of the Culinary Arts Program.

Monies collected for meals or food items prepared by the Culinary Arts Program shall be used to reimburse the facility for the cost of the items used in the preparation of the meals or food items.

In addition to the Culinary Arts Programs, some facilities operate the "Fresh Favorites" program in conjunction with the contract food provider (at this time, ARAMARK). Staff may purchase meals from the "Fresh Favorites" program. Staff will be able to order meals from the menu established by the contract food provider and the Division of Food Services. The cost of these meals will be determined by contract food provider and the Director/Division of Food Services. Staff will be required to purchase these meals using a debit or credit card in accordance with the facility's operational procedures.

Facility operational procedures shall indicate whether the Culinary Arts Program may provide meals and food items to staff. These operational



# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	17	20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

procedures shall indicate the cost of the meals and food items and the manner in which these services may be made available.

### C. Special Food Services

The Department has made arrangements with the contract food provider (at this time ARAMARK) to have food service provided for special events or meetings that will benefit the facility by enhancing community involvement and recognition. The contractual relationship between the Department and the contract food provider for offender food services includes an expectation that the vendor will also: “provide food services for special meetings or events held within the mentioned facilities and at no time will this special service exceed \$2,500 annually.”

IC 11-8-2-5(14) mandates the Commissioner of the Department of Correction to “explain correctional programs and services to the public.” One manner of carrying out this mandate is to host events at facilities so that criminal justice stakeholders, public officials and other members of the public can see correctional operations first hand and get their questions answered by staff (and sometimes offenders) that may be in the best position to respond. These hosted events often call upon facilities to provide coffee, soft drinks, snacks or light meals.

The use of the annual special events and meetings food services provision is to be limited to the following:

- Any event or meeting approved by the Commissioner, and hosted at the facility that involves external stakeholders coming to learn more about the facility, the Department of Correction, or any Department program or service.
- Any employee recognition event, approved by the Facility Head that invites members of the Community Advisory Board and/or other members of the public to share in the recognition and learn more about the facility and the role its staff plays.
- Any facility-based event approved by the Facility Head that promotes the facility or Department of Correction and which is open to the public and involves more than 25 people.

The facility special events food service is a value added to the contract that does not directly expend tax dollars, or use any of the facility budget

# **POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

## **Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	18	20
Title <b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

appropriation. This provision has been approved by the State Budget Agency.

The food service provided under this special food services procedure is NOT be used to supply any of the following:

- Food or drink for office parties.
- Alcoholic beverages of any kind.
- Any food or drink that is extravagant, excessive or wasteful.
- Any event not approved by the Facility Head.

### **XXI. RECORDS AND DOCUMENT CONTROL - STATE FORMS TO BE USED WITH SERVICE PROGRAMS:**

The following state forms are the only forms approved for use under these procedures:

- A. State Form 5894, REQUEST FOR SERVICES;
- B. State Form 24594, VEHICLE REPAIR LOG;
- C. State Form 24595, SHOP LOG; and,
- D. State Form 572, MOTOR POOL WORK ORDER.

These forms and revisions shall supersede any forms previously used in the implementation of these procedures.

The Service Contact Person at the facility shall be responsible for ensuring that each State Form 5894, REQUEST FOR SERVICES, is sequentially numbered for each service requiring use of the form. No services shall be performed without the appropriate request form being completed and approved in accordance with these procedures and the operational procedures of the facility.

### **XXII. RECORD KEEPING:**

All records, forms, and documents pertaining to the provision of services under this policy and its administrative procedures shall be maintained by the Facility Head or designee in a location designated by each facility's operational procedures. All such records, documents, and forms shall be maintained in a manner convenient to audit at any time by either internal or external auditing agents.

<b>POLICY AND ADMINISTRATIVE PROCEDURES</b>			
Indiana Department of Correction			
<b>Manual of Policies and Procedures</b>			
Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	19	20
Title			
<b>THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS</b>			

**XXIII. INTERNAL AUDITS:**

The Facility Head is responsible for ensuring compliance with this policy and its administrative procedures. An internal audit shall be conducted annually at each facility which offers a service program by staff designated by the Facility Head, and shall include a review of all records, documents, and forms relevant to this policy and its administrative procedures, as well as a review of each service program to ensure compliance with these administrative procedures. The exact method in which this audit is to be conducted shall be addressed in operational procedures for each facility. A written report, in narrative form, detailing the results of the audit and a summary of the use of each service program, shall be forwarded to the Executive Director of Administration by each Facility Head no later than July 15 of each year.

The Executive Director of Administration or designee shall respond in writing to each Facility Head within thirty (30) days of receiving the internal audit. This response shall include a statement of compliance or need for adjustment/modification in the delivery of services as presented in these procedures. The Facility Head or designee shall have thirty (30) days in which to respond, detailing what corrective actions or modifications, if necessary, are being made to bring the facility into compliance with this policy and its administrative procedures.

The Department's field auditors shall conduct audits for these programs at each facility annually or as directed by the Director/Field Audits or the Executive Director of Administration. The Facility Head shall ensure that all records associated with these programs are made available to the field auditor(s). The field auditor(s) shall inspect all records associated with the service programs, including state forms, to ensure compliance with this policy and its administrative procedures and/or sound bookkeeping practices. At the conclusion of this audit, the field auditor(s) shall prepare a written report to be submitted to the Executive Director of Administration. This report shall detail the results of the audit and shall include recommendations regarding corrective actions to be taken to bring the facility into compliance with this policy and its administrative procedures.

The Executive Director of Administration shall review the field auditor's report and forward a copy of the report, along with any recommendations, to the Facility Head. The Facility Head shall have thirty (30) days in which to respond to this report, detailing the corrective action being taken.

**POLICY AND ADMINISTRATIVE PROCEDURES**

Indiana Department of Correction

**Manual of Policies and Procedures**

Number	Effective Date	Page	Total Pages
04-06-103	09/01/08	20	20

Title

**THE DEVELOPMENT, IMPLEMENTATION AND REVIEW OF SERVICE PROGRAMS**

**XXII. APPLICABILITY:**

These administrative procedures shall be applicable to all facilities offering service programs. Additionally, all staff, governmental units and not-for-profit organizations requesting to utilize service programs shall be required to abide by these administrative procedures.

\_\_\_\_\_  
Signature on File  
Edwin G. Buss  
Commissioner

\_\_\_\_\_  
8/6/08  
Date

## ATTACHMENT I

### **APPROVED SERVICE PROGRAMS**

The following are the service programs that have been approved for staff use in the Department of Correction. Each service provided must be in conjunction with a vocational education program or provide an offender work assignment at the facility and offered in accordance with the administrative procedures for Policy 04-06-103.

1. Auto Service/Technology
2. Auto Body Repair
3. Agricultural Mechanics
4. Building Trades/Construction
5. Car washes/waxes
6. Catering/Culinary Arts
7. Drafting
8. Electronics/Computer Repair
9. Barbering/Cosmetology
10. Horticulture
11. Shoe Shine
12. Small Engine Repair

ATTACHMENT II

**STAFF ACCESS TO SERVICE PROGRAMS AND FEES**

<b>PROGRAM</b>	<b>ACCESS LIMIT<sup>1</sup></b>	<b>FEES<sup>2</sup></b>	<b>AVAILABLE TO<sup>3</sup></b>
Auto Service/Technology	4 per year per family unit	\$ 5.00	Eligible staff and family
Auto Body Repair	2 per year per family unit	\$ 5.00	Eligible staff and family
Agricultural Mechanics	4 per year per family unit	\$ 5.00	Eligible staff and family
Building Trades/Construction	2 per year per family unit	\$ 5.00	Eligible staff and family
Car Wash <sup>4</sup>	2 per week per family unit	\$ 2.00 (cars) \$ 3.00 (trucks/vans)	Eligible staff and family
Car Wax <sup>4</sup>	4 per year per family unit	\$ 2.00 (cars) \$ 3.00 (trucks/vans)	Eligible staff and family
Catering/Culinary Arts	As approved by Facility Head	As determined by Facility	Facility staff/As approved by Facility Head
Drafting	4 per year per family unit	\$ 3.00	Eligible staff and family
Electronics/Computer Repair	4 per year per family unit	\$ 5.00	Eligible staff and family
Barbering/Cosmetology	No Limit	None	Current staff only
Horticulture	As approved by Facility Head	None	Eligible staff
Shoe Shine <sup>5</sup>	No Limit	\$ 0.50/pair	Eligible staff

ATTACHMENT II

**STAFF ACCESS TO SERVICE PROGRAMS AND FEES**  
(CONTINUED)

<b>PROGRAM</b>	<b>ACCESS LIMIT<sup>1</sup></b>	<b>FEES<sup>2</sup></b>	<b>AVAILABLE TO<sup>3</sup></b>
Small Engine Repair	4 per year per family unit	\$ 5.00	Eligible staff and family

NOTES:

1. Access limits are not applicable to Governmental Units.
2. Fees are not applicable to Governmental Units and Not-for-Profit Organizations
3. Governmental Units and Not-for-Profit Organizations are eligible to utilize all service programs except Catering/Culinary Arts and Barbering/Cosmetology.
4. The person receiving the car wash/wax will be required to provide the car wash soap and/or car wax/polish.
5. Shoe shines shall be limited to black or brown shoes only.