



**DEPARTMENT OF CORRECTIONS
PROBATION AND PAROLE DIVISION
OPERATIONAL PROCEDURE**

Procedure:	PPD 6.1.101 EMPLOYEE RELATIONSHIPS AND COMMUNICATIONS
Effective Date:	11/25/2020 Page 1 of 4
Revisions Date(s):	
Reference(s):	PPD 6.3.405; DOC 1.3.2; DOC 1.3.12; DOC 1.3.31; DOC 1.3.39; DOC 1.3.45; DOC 1.3.52; 2-15-112, MCA; 53-1-203, MCA; Local #4464
Signature / Title:	/s/ Kevin Olson, Probation and Parole Division Administrator

I. PURPOSE:

Probation and Parole Division employees will follow established procedures which maximize the ability of managers to communicate with their staff; ensures all employees effectively convey the rules, regulations and standard operating procedures of the Division to offenders; and allows offenders and non-offenders to convey concerns to staff in an appropriate manner.

II. DEFINITIONS:

Complaint – An allegation of misconduct against a Department employee.

Department Employee – A person employed by the Department of Corrections who has attained permanent status or is eligible to attain permanent status, as provided in *2-18-601, MCA*; volunteers, interns, temporary and short-term workers; this term does not include service providers.

Management – PPD employees with management or supervisory responsibilities and duties.

Misconduct – Alleged violations of state and/or Department rules, policies or procedures, and/or state or federal law by staff.

PPD-Probation and Parole Division – The Division oversees the Probation & Parole regional offices and interstate transfers.

III. PROCEDURES:

A. LABOR AND MANAGEMENT:

1. Under the National Labor Relations Act, Department employees are divided into two (2) groups: Labor and Management.
 - a. The PPD Administrator is the point of contact for all representatives of any collective bargaining unit.
 - b. Management will comply with all applicable state requirements and the collective bargaining agreements to which the Probation & Parole (P&P) Bureaus are a party and will coordinate labor relations activities with the Department's Office of Human Resources.
 - c. Labor will be encouraged to bring problems and concerns to management following the chain of command.

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2. Management's Role: It is important that management realizes the importance of his/her actions as part of the P&P Bureaus' team. Each supervisor will be guided by the following principles in day-to-day activities with those they supervise:
 - a. Supervisors are the connecting link between management and labor and represent management in day-to-day activities. Employees receive their first and strongest impression of management from supervisors;
 - b. Always treat employees impartially;
 - c. Support and enforce the policies and standard operating procedures generated by the Department and PPD;
 - d. Help develop a good organization by promoting the Department and PPD and being a morale builder;
 - e. Make suggestions concerning the improvement of efficiency and personnel relations;
 - f. At all times treat employees with consideration and respect their feelings;
 - g. Accurately represent employees' viewpoints to management;
 - h. Set a positive example both on and off duty;
 - i. Be fair and consistent with discipline;
 - j. Help employees develop professionally;
 - k. Insist upon high standards of work; and
 - l. Evaluate employees objectively.
3. A copy of the current collective bargaining agreement will be kept in each P&P Office. The agreement should be reviewed at least annually by P&P staff and referenced as necessary.
4. Employees may submit agreement issues to supervisors or shop stewards for discussion at the quarterly labor/management meetings.

B. COMMUNICATION WITH STAFF AND OFFENDERS:

1. A high priority of the P&P Bureaus is the availability of management to communicate with staff and offenders.
2. Management should ensure that staff is provided with current information on PPD activities and allow opportunities for questions and input.
3. The following will be reviewed on a semi-annual basis:
 - DOC 1.1.17 Prison Rape Elimination Act of 2003 (PREA)*
 - PPD 1.1.1700 PREA Disclosure Reporting*
 - P&P 200-1 RD Use of Force and Restraints (during firearms re-qualification)*
 - P&P 200-2 RD Firearms (during firearms re-qualification)*
4. The following will be reviewed on an annual basis. These reviews can be conducted as in-service training by the DC or designee and/or can be done independently by PPD staff.
 - Local #4464 Labor Agreement*
 - P&P 60-4 Searches of Offender's Person Vehicle, Residence/Confiscation of Offender's Property*
 - P&P 100-4 RD Transportation of Offenders*
 - PPD 1.1.600 RD Priority Incident Reporting*
 - PPD 1.8.100 Victim Services*

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<i>PPD 3.1.2000</i>	<i>Offender Drug and Alcohol Testing Program</i>
<i>PPD 3.3.3500</i>	<i>Blood-Borne Pathogens Exposure Control Plan</i>
<i>PPD 4.6.204</i>	<i>Parole Placement Investigation</i>
<i>PPD 4.6.205</i>	<i>Conditional Discharge from Supervision</i>
<i>PPD 4.6.206</i>	<i>Early Termination of Suspended or Deferred Sentences</i>
<i>PPD 6.1.203</i>	<i>Case Management for Adult Offenders</i>
<i>PPD 6.1.211</i>	<i>Probation & Parole Adult Offender Travel</i>
<i>PPD 6.1.802</i>	<i>Adult Interstate Commission Procedures</i>
<i>PPD 6.4.102</i>	<i>Offender Arrest/Pick Up and Hold/Release</i>
<i>PPD 6.4.206</i>	<i>Adult Probation & Parole Field Hearings</i>

5. Reviews of Standard Operating Procedures:
 - a. Upon semi-annual and annual reviews, or revisions of a procedure, staff will complete *PPD 1.1.200(A) Policy/Procedure/Form Review* and forward to their supervisor. The supervisor will sign and forward to the Department's Professional Development Bureau for inclusion in the Officer's training file.
 - b. *PPD 1.1.200(B) Policy/Procedure/Form Comment* form is also available for staff to complete at any time and submit to the supervisor (see *PPD 1.1.200 Procedure Management*).
6. New or transferred employees or employees returning from leave should be informed of changes pertaining to their assigned duties as determined by the supervisor.
7. To further enhance the communication, management should conduct regular meetings with staff under their direct supervision. An agenda should be distributed prior to the meeting, and minutes of the meeting should be distributed to all attendees.
8. Communication With Offenders:
 - a. All communication by staff will be respectful and professional at all times.
 - b. To aid in communication with offenders, staff may hold meetings and use other contact methods to distribute information, such as bulletin boards.
 - c. All employees will conduct themselves pursuant to *DOC Policy 1.3.2, Performance and Conduct* and *DOC Policy 1.3.12, Staff Association and Conduct with Offenders*.
9. Gifts from Offenders: PPD employees are not allowed to receive any gifts from an offender, their family members, or anyone else associated with the offender.

C. COMPLAINTS:

1. Complaints from Offenders: Offenders will follow the procedures of *PPD 6.3.405 Offender Complaints* using the appropriate form.
2. Complaints from Non-Offenders:
 - a. Telephone or In Person:
 - 1) staff receiving a complaint from a non-offender over the telephone or in person will address the complaint or forward the complainant to another staff who can better address the issue;
 - 2) a complaint at this level does not necessarily require the complaint or response to be documented;

- 3) complainant can be offered the opportunity to submit the complaint in writing for a more formal response;
 - 4) if complainant identifies as a crime victim, he/she can be forwarded to another staff or supervisor who can better address the complaint, or to a Victim Liaison for a response.
- b. Written Complaint:
- 1) normally requires a timely written response;
 - 2) may be received by P&P staff for investigation and/or response if received at the P&P Bureau Chief or Department (central office) level;
 - 3) a complaint regarding a legal or personnel issue will be forwarded to the Deputy Chief who may discuss the issue with the P&P Bureau Chief or PPD Administrator;
 - 4) a complaint regarding an Interstate Compact agent will be forwarded to the Compact Administrator at the DOC central office;
 - 5) may be forward to a different Department unit for response, such as the Office of Human Resources, the Legal Unit, or Victims Services.
3. Staff who receive information or have personal knowledge regarding misconduct will immediately report the details to their immediate supervisor, or the next supervisor in the chain of command not involved in the complaint. Staff may also report directly to the P&P Bureau Chief or PPD Administrator.

IV. CLOSING:

Questions regarding this procedure should be directed to a POII, Deputy Chief, or Probation & Parole Bureau Chief.