

ADM-11.01, "Employee and Service Provider ID Cards,"

SCDC POLICY/PROCEDURE

NUMBER: ADM-11.01

TITLE: EMPLOYEE AND SERVICE PROVIDER ID CARDS

ISSUE DATE: MARCH 1, 2013

RESPONSIBLE AUTHORITY: DIVISION OF HUMAN RESOURCES

OPERATIONS MANUAL:ADMINISTRATION

SUPERSEDES: ADM-11.01 (July 1, 2005); (July 1, 2004)

RELEVANT SCDC FORMS/SUPPLIES: 15-1, 15-15, 15-20(a), 16-5, 16-7, 16-24, 19-96

ACA/CAC STANDARDS:NONE

STATE/FEDERAL STATUTES: NONE

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PURPOSE: To establish guidelines for the issue and use of photographic identification cards by all employees and individuals routinely performing services at the South Carolina Department of Corrections (SCDC).

POLICY STATEMENT: In order to improve the safety and security of the SCDC and to provide a means for the continuous identification of all Agency employees and individuals routinely providing services for the Department, magnetically encoded photographic identification cards will be issued to such individuals. All persons issued an ID card will be required to wear their ID card any time they are present on SCDC property. Identification cards issued to employees and service providers may also be programmed to allow such persons the ability to use their respective cards as debit cards to purchase items from SCDC canteens or to reimburse the SCDC for services.

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### SPECIFIC PROCEDURES:

#### 1. ISSUANCE OF EMPLOYEE ID CARDS:

1.1 All employees of the South Carolina Department of Corrections (SCDC) will be issued a photographic identification card. The Division Director of Human Resources will be responsible for authorizing the issuance of a magnetically encoded ID card to each employee at the time of his/her initial hire.

1.2 All new employees will have their ID cards made electronically at the Central Employee ID station located at the SCDC Recruiting and Employment Service Branch. No other location is authorized to make employee ID cards.

No sunglasses or hats may be worn for the ID pictures with the exception of the religious Kufi that may be worn, but it must be back on the head so that it does not obscure appearance or hair color/style.

1.3 Employees will be issued one ID card with a clear display holder and clip. Employee ID cards will be distinguished from other ID cards by the word "EMPLOYEE" printed in bold letters on the front of the card and will have a magnetic strip which will be activated upon issue of the card by Central Employee ID Station staff. Employee ID Cards will be picked up from the Recruiting and Employment Service Branch. ID Cards must be signed for upon pick up at the Recruiting and Employment Service Branch.

## 2. ISSUANCE OF SERVICE PROVIDER ID CARDS:

2.1 All Wardens, Division Directors, Deputy Directors, and the Agency Director, or their approved designees will be responsible for identifying those individuals routinely providing scheduled services at their institutions or divisions, and for authorizing these individuals to be issued a service provider ID card.

2.2 Service providers authorized to be issued an ID card must fully complete Section I of SCDC Form 15-20(a), "Identification Card--Replacement Request and ID Authorization." The Warden, Division Director, Deputy Director, Agency Director, or designee authorizing the service provider to receive the card must also sign in the space provided in Section I to indicate his/her approval.

2.3 In addition, any service provider authorized to receive an ID card must complete SCDC Form 16-24, "Service Provider/Non-Employee Background Check." This form is used to provide information necessary to complete a National Crime Information Center(NCIC) background check of the service provider prior to issuance of an ID card. Any service provider tentatively approved to receive an ID card who refuses to complete this form will be referred to the appropriate Warden, Division Director, Deputy Director, Agency Director, or approved designee, and will be prohibited from providing continued services to the SCDC.

2.4 Service providers are required to report any arrest or conviction/disposition of charges within five (5) working days. The procedures for this report are detailed in SCDC Policy/Procedure ADM-11.07, "Employee Conduct." Failure to report such arrests/dispositions may result in immediate revocation of the service provider ID card and refusal of admission to any SCDC facility.

2.5 A copy of drug test results (screening for cocaine, amphetamines, opiates, marijuana, and phencyclidine [PCP] ) with negative results must be submitted with SCDC Forms 16-24, "Service Provider/Non-Employee Background Check" and 15-20(a), "Replacement Request and ID Authorization". The SCDC does not pay for any drug tests for service providers. This cost must be paid by the service provider/contractor. The test must have been completed within the previous 14 calendar days of the request for SCDC ID cards. Service providers will also be subjected to random drug testing to be conducted by SCDC. Refusal to take, or positive results of, a random drug test will result in immediate and permanent removal and banishment of the service provider from all SCDC facilities.

2.6 Upon completion of Section I, SCDC Form 15-20(a), and SCDC Form 16-24, both forms must be forwarded to the Recruiting and Employment Service Branch so that a NCIC background investigation can be completed and approved/disapproved. The Recruiting and Employment Service Branch will be responsible for informing the appropriate Warden, Division Director, or Deputy Director, the service providers approval or disapproval. (NOTE: Should any service providers NCIC background investigation result in a disapproval, the Recruiting and Employment Service Branch will be responsible for notifying the appropriate supervising Warden, Division Director, or Deputy Director, and will inform him or her to terminate the services of the service provider immediately.) **NO SERVICE PROVIDER WILL BE PERMITTED TO ENTER ANY SCDC FACILITY UNTIL A NCIC BACKGROUND INVESTIGATION**

HAS BEEN COMPLETED, A NEGATIVE RESULT DRUG TEST HAS BEEN SUBMITTED, AND THE ID CARD HAS BEEN AUTHORIZED AND ISSUED UNLESS AUTHORIZED BY THE DIVISION DIRECTOR OF HUMAN RESOURCES FOR EXTRAORDINARY CIRCUMSTANCES.

2.7 All new service providers, regardless of location, will have to come to the Recruiting and Employment Service Branch for their initial ID card. Existing third party providers needing a replacement ID card will be handled the same way as SCDC employees needing a replacement ID card. All approved service provider requests for ID cards (SCDC Form 15-20(a) and SCDC Form 16-24) will be returned to the appropriate Warden, Division Director or Designee, Deputy Director, or Agency Director. Copies of these forms will be provided to the service provider so that an ID card can be made. Service providers assigned to work in the Columbia area will be advised to report directly to the Central Employee ID Station at the Recruiting and Employment Service Branch to have their ID cards made. Each service provider must furnish Central Employee ID Station staff a copy of approved SCDC Forms 15-20(a) and 16-24. For service providers assigned to locations outside of the Columbia area, a photograph of the service provider can be taken against a gray backdrop (gray wall or gray paper) and sent via SCDC Intranet or email (Polaroids will not be accepted). (NOTE: No sunglasses or hats may be worn for ID pictures with the exception of the religious Kufi that may be worn, but it must be back on the head so that it does not obscure appearance or hair color/style.)

2.8 Service provider ID cards will have a magnetic strip that will be activated upon being issued by Central Employee ID station staff. Service provider ID cards will be distinguished from other ID cards by the word "TEMPORARY" printed in bold letters on the front of the card.

### 3. ISSUANCE OF QUALIFIED RETIRED LAW ENFORCEMENT OFFICER ID CARDS TO MAINTAIN FIREARMS CERTIFICATION:

3.1 A retired law enforcement officer who, at the time of retirement, was certified as a law enforcement officer in South Carolina and trained and qualified to carry firearms in the performance of his/her duties, will be eligible to request a retiree ID card to maintain firearms certification. (Note: This is in compliance with Section 3 of the Law Enforcement Officers Safety Act of 2004, 18 U.S.C., Section 926 C). All security classifications, up to and including the rank of Major and all non-security employees with a Class 1 certification are included.

3.2 A request for a retiree ID card will be verified by the Division of Human Resources to ensure the requestor retired from the South Carolina Department of Corrections (SCDC) in good standing in the required classification and was neither terminated for cause nor resigned while under investigation.

3.3 Retirees authorized to be issued an ID card must be scheduled by the Training Academy to return and shoot the course of fire (annual weapons requalification). Once completed the Training Academy staff will notify the Division of Human Resources to enter the required information into the employee ID card system.

3.4 Qualified retired law enforcement Officer ID cards will be issued by the Division of Human Resources and will be distinguished from other ID cards by the word "Retiree" stamped in bold letters on the front of the card.

4. RESPONSIBILITIES OF ALL ID CARDHOLDERS: SCDC ID cards will remain the property of the Agency. Each cardholder must:

- Maintain his/her card in good condition, avoid contact with surfaces that can scratch or cause accelerated wear, and avoid placing the card on or near magnetic sources;
  - Not trim, fold, mark, or otherwise deface or alter the card in any way that would change the original appearance of the card or cover any portion of the card;
  - Not use the card for any purpose not specifically provided for in Agency policy or procedure;
  - Maintain his/her ID card to protect against loss, theft, or unauthorized use;
  - Not loan the card to another person for any reason, and not use another persons card for any purpose;
  - Display his/her card on his/her person before going onto and while on SCDC property pursuant to Agency policy directives and procedures; and
  - Immediately report the loss, theft, unauthorized use, or recovery of a lost or stolen ID card to his/her immediate supervisor, and turn over any recovered or found card to his/her supervisor immediately.
- Violations of any of the above-listed rules can result in corrective action up to, and including, termination.

## 5. DISPLAY OF ID CARDS:

5.1 In all institutions and offices where an automated ID Card Scanning System is in place and operational, cardholders will be required to scan their ID cards every time they enter or exit the location and will be required to wear and display their ID cards in a conspicuous area on their person at all times.

5.2 Should any person issued an SCDC ID card fail to have his/her ID card upon admission to any facility or office (and the ID card is not lost, missing, or damaged [see Section #7]), s/he will be required to present to the officer on duty a form of personal identification in exchange for a visitor ID. The officer on duty will be required to contact the employees supervisor or the Shift Lieutenant or Captain and request that s/he come to the entrance of the facility to visually confirm the identity of the employee and authorize his/her entrance to the facility. If the employee does not have any personal identification, the Warden or Duty Warden will be required to identify the employee and may authorize the employee to be provided a visitor ID card for that shift. Note: Employees who chronically forget their ID cards may be subject to corrective action. See ADM-11.04, "Employee Corrective Action," for additional information.

5.3 Non-employees must present an approved form of personal identification upon entering any SCDC institution or building. Non-employees will be issued visitor IDs at the time of entry by the officer on duty in exchange for their approved personal identification. Volunteers may be issued a volunteer ID in exchange for their personal identification. Visitor or volunteer ID cards must be worn by non-employees at all times that they are present on SCDC property. Failure to wear such identification can result in the automatic escort of such individuals from SCDC property. Each non-employees personal identification will be returned at the time of his/her exit in exchange for the visitor ID card.

## 6. USE OF EMPLOYEE AND SERVICE PROVIDER ID CARDS AS A DEBIT INSTRUMENT:

6.1 The Department of Corrections will permit employees and service providers to use their ID cards to make cashless purchases (debits) from Agency operated canteens.

6.2 Each Warden will be responsible for designating a member of his/her immediate staff (herein referred to as the designated institutional staff member) who will be responsible for managing all forms and documents required to activate, deposit funds to, or close out any cardholders account. Cardholders assigned to Central Office will rely upon the Division of Finance for these functions.

6.3 Activation: If a cardholder desires to utilize his/her ID card as a debit card, the cardholder will communicate this to the designated institutional staff member or to a representative of the Division of Finance. The designated staff member or Division of Finance representative will be responsible for providing the cardholder with a copy of SCDC Form 19-96, "ID Card Rules, Regulations, and Responsibilities." Copies of these rules will also be posted in conspicuous locations throughout each institution and Central Office. The procedures for activating an account for cardholders are outlined in existing SCDC policies regarding inmate E. H. Cooper Trust Funds.

6.4 E. H. Cooper Trust Fund: The policies/procedures established for the E. H. Cooper Trust Funds will apply to employee and service provider trust fund accounts with the following exceptions:

- The trust fund will only be used by cardholders for purchases and for services available through the cashless system as permitted and approved by the Agency Director; and
- No other services such as check writing will be permitted.

6.5 Deposits to a Cardholders Account:

6.5.1 No more than \$50 may be deposited into an account within any week ("week" is defined as Monday through Sunday), and the account balance must not exceed \$100.00. A minimum deposit requirement may be established by the Division of Finance, if necessary.

6.5.2 Deposits must be made in the form of cash, personal check, U.S. Postal Service Money Order, or Western Union Money Order. No third-party checks will be accepted.

6.5.3 Deposits will be processed by the designated institutional staff member or by Division of Finance representatives. SCDC Form 15-15, "E. H. Cooper Trust Fund" receipt will be completed by the designated institutional staff member or Division of Finance representative. The cardholders name and social security number will be indicated on the receipt.

6.5.4 Once the form is completed, the cardholder will be provided the yellow copy of this form. (NOTE: If the deposit is being completed at the institutional level, the designated staff member will complete receipting and depositing procedures in accordance with related inmate E. H. Cooper Trust Fund policies/procedures.)

6.6 Closing a Cardholders E. H. Cooper Trust Fund Account:

6.6.1 A cardholder may close his/her entire account and receive a check for the total balance by forwarding a completed copy of SCDC Form 15-1, "Cooper Trust Fund Withdrawal," or a letter to the Division of Finance, E. H. Cooper Trust Fund Section, requesting that his/her account be closed. Letters must include

the cardholders name, social security number, signature, and forwarding address.

6.6.2 The Agency will not authorize partial closure of any account. The Agency reserves the right to terminate a cardholders trust fund privileges, close an account, and return the balance of monies to the cardholder at its discretion.

6.7 Abandoned Accounts: It is the cardholders responsibility to submit a written request for any remaining funds in his/her E. H. Cooper Trust Fund Account upon termination, suspension, or other departure from SCDC employment or service. The Agency will follow the same procedures outlined in existing inmate E. H. Cooper Trust Fund policies/procedures to process abandoned accounts.

6.8 Account Information, Review, and Problems: Cardholders must follow the same procedures outlined for inmates in existing E. H. Cooper Trust Fund policies to obtain a statement; to report account problems; and to obtain other account review information.

## 7. LOST, STOLEN, AND REPLACEMENT ID CARDS:

7.1 Requests for Replacement ID Cards: All cardholders must immediately report the loss, theft, damage, destruction, or need for a new ID card due to a legal change in name to their immediate supervisor. A cardholders supervisor may also request that a replacement card be provided a cardholder due to a substantial change in the cardholders appearance. The following procedures are to be followed in order to request and receive a replacement ID card:

7.1.1 SCDC Form 15-20(a), "Replacement Request and ID Authorization" must be used by the cardholder to notify his/her immediate supervisor of the need for a replacement ID card. A cardholder will be responsible for completing Section I of this form and submitting it to his/her supervisor. The supervisor will acknowledge his/her receipt of the form by signing and dating the form in the space provided.

7.1.2 Within no more than thirty (30) minutes upon receipt of the form, the supervisor will be responsible for contacting the appropriate authorities and requesting that the old ID card be deactivated. (Supervisors at the institutional level will contact a staff member designated by the Warden to be responsible for the deactivation of ID cards. Supervisors at Central Office will contact the Central Employee ID Station, or other authority authorized by the Agency Director to be responsible for the deactivation of ID cards.) The time and date the ID card was deactivated will be recorded and maintained in the automated system.

7.1.3 Once Section I of the form has been completed, the form will be forwarded directly to the appropriate Warden, Division Director, Deputy Director, or Agency Director. The Warden, Division Director, Deputy Director, or Agency Director will be responsible for completing Section II-A of the form. (NOTE: Certain circumstances may warrant the cardholder to pay a replacement fee for a new ID. If such conditions exist, Section II-B of the form needs to be completed by the Warden, Division Director, or other higher authority. [See Sections 7.2.1 through 7.2.4 for information.]

7.1.4 If a determination is made that a replacement fee is not required to be paid, only Section II-A of the form needs to be completed. The cardholder will be informed that until such time that a replacement ID has been provided to him/her, s/he will be required to provide a picture ID and be issued a visitors ID in order to gain admission to any SCDC facility or office building.

7.1.5 Once the procedures outlined above have been followed, the completed form will be forwarded to the Central Employee ID Station located at the Recruiting and Employment Service Branch (NOTE: If a replacement ID card is being requested due to a change in the employees name or appearance or due to damage, the original ID card must be attached to this form and forwarded to the Central Employee ID Station. In those cases where a cardholders appearance has caused the need for a replacement ID, a new photo of the cardholder may be made at the cardholders facility and forwarded via intranet or email to the Central Employee ID Station or the cardholder may go to the Central Employee ID Station to have a new ID card made.)

7.1.6 Upon receipt of the form and, if applicable, the cardholders old ID card, Central Employee ID staff will be responsible for destroying the old ID card and for ensuring that a newly activated replacement ID card is made. Central Employee ID staff will complete Section III of the form and will maintain this form on file. Once the new card is made, Central Employee ID staff will contact the cardholders facility. The supervisor will be responsible for ensuring that the replacement card is provided to the cardholder.

## 7.2 Replacement Fees:

### 7.2.1 Conditions:

- Cardholders will be charged a fee to replace an ID card that is either lost, stolen, or intentionally damaged.
- Cardholders will not be charged a fee to replace an ID card that has been damaged or deactivated because of normal wear and tear, or due to any request by a supervisor for a new ID card due to a significant change in the cardholders appearance, due to a legal change of name, or due to damage sustained by the actions of inmates, or damage sustained in the performance of their job duties.

7.2.2 Fees will be assessed pursuant to a schedule developed by the Division of Finance and approved by the Agency Director. Fee schedules will be communicated to cardholders via normal forms of Agency communication (i.e., Agency newsletters and publications, voice mail, CRT messages, etc.).

7.2.3 Only Wardens/designee, Division Directors, Deputy Directors, or Agency Director may accept payment of fees from any cardholder. Cardholders will be required to submit a personal check or money order made payable to SCDC in order to receive their replacement ID card. Upon receipt of such fees, the Warden/designee, Division Director, Deputy Director, or Agency Director will complete Section II-B of SCDC Form 15-20(a), "Replacement Request and ID Authorization." This form will be forwarded to the



Central Employee ID station for processing pursuant to Sections 7.1.5 and 7.1.6, above.

7.2.4 Once a replacement fee has been collected, no refunds will be issued even if the lost or missing card is recovered and reactivated. Refunds will only be authorized when an administrative error occurred in the assessment of the fee. Cardholders must contact the Division of Finance in these instances.

#### 8. RECOVERY OF LOST OR STOLEN ID CARDS:

If a lost or stolen card is recovered BEFORE the replacement card is received, the following procedures apply:

- The cardholder will promptly turn in the recovered card to his/her immediate supervisor;
- The supervisor will immediately destroy the card (cut in half and dispose of the same);
- The replacement card procedures described in Sections 7.2.1 through 7.2.4, above, will still be applicable.

#### 9. DEACTIVATION OF CARDS FOR EMPLOYEES:

9.1 Termination: Each employee must return his/her ID card at the time of his/her termination clearance to his/her designated clearing official. The clearing official will be responsible for destroying the employees ID card and documenting the action on SCDC Form 16-7, "Employee Clearance". In addition, the ID card will automatically be deactivated at the time that termination paperwork is processed. An employee will not be issued his/her final paycheck until such time that his/her ID card has been turned over to the clearing official. (NOTE: If an employee indicates that s/he has lost his/her ID card, the clearing official will indicate this information on the termination paperwork and will contact the Central Employee ID Station and request that the employees ID card be deactivated. An employees final paycheck will then be issued under these circumstances.)

9.2 Suspension: When an employee is suspended under the Agencys employee corrective action procedures, the employees immediate supervisor will ensure that the affected employees ID card is collected and held so that it cannot be used during the suspension period. If the suspension is for an extended period or for serious security reasons, the Warden or Division Director will contact the Central Employee ID Station and request that the ID card be deactivated and reactivated upon the employees return.

#### 10. DEACTIVATION OF CARDS FOR SERVICE PROVIDERS:

10.1 Every thirty (30) days, the Division of Resource and Information Management (RIM) will be responsible for completing an automated usage report of all activated service provider identification cards. Any service providers identification card that has not been used within the thirty (30) day period will automatically be deactivated. RIM officials will be responsible for reporting information on all deactivated service provider ID cards to the appropriate Warden, Division Director, Deputy Director, or other designated official. These officials will be responsible for advising the Central Employee ID Station as to whether the service providers card should be reactivated.

10.2 Should any service provider be terminated or his/her services no longer be warranted, the appropriate Warden, Division Director, Deputy Director, or designee will immediately collect the ID card and request

that the service providers ID card be deactivated. Institutional personnel will contact the staff person designated at their institution to deactivate the ID card. Central Office staff will contact the Central Employee ID Station for this purpose.

#### 11. DEFINITIONS:

Cardholder refers to any employee or service provider issued a SCDC identification card.

Employee(s) refers to any individual included on the Department of Corrections payroll to include, but not limited to, the following: any full-time, part-time, or pink-slip employee or paid student intern.

Employee ID Card refers to an identification card issued to any person deemed an "employee" or "service provider" as defined by this policy/procedure.

Non-employee refers to any visitor, volunteer, or service provider who has not been designated to be issued an ID card.

Personal Identification refers to a drivers license or other photographic ID card to include, but not limited to, the following: student, company, military, or agency identification card.

Service Provider refers to any person who is not included on SCDC payroll but is designated by a Warden, Division Director, Deputy Director, Agency Director, or approved designee as performing regular, routinely scheduled services at any SCDC institution or office. Included under this definition are contract medical employees, parole examiners, contract chaplains, private industry managers and employees, Board of Education members, vocational rehabilitation counselors, and unpaid student interns. Volunteers and vendors are not included under this definition.

Visitor ID Card refers to a non-photographic identification card provided to any non-employee granted entrance into any SCDC building or institution. Visitor ID cards will be provided to such persons in exchange for a form of their personal identification. Visitor ID cards have the word "VISITOR" printed on the face of the card. (NOTE: This definition does not apply to approved visitors visiting an inmate on an approved visiting day.)

Volunteer ID Card refers to a non-photographic ID card issued to volunteers upon entrance to SCDC institutions and offices. Volunteer ID cards are similar to visitor ID cards except that they have the word "VOLUNTEER" printed on the face of the card.

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