SUBJECT: COMMUNICATION GUIDELINES

POLICY

This bulletin is issued to clarify Procedures and Policies relative to communication within the Department, correspondence within the Department; correspondence with specified other county agencies, conflicts with agencies, and communication with the news media.

PROCEDURES

A. Communication Guidelines

1. Memorandum or Informational Correspondence
   a. These documents are to be dated and contain the name of those receiving distribution.
   b. Correspondence going outside the Department is to have the writer’s name typed or printed.

2. Correspondence with Board of Supervisors and Administrator’s Office.
   a. All correspondence with these departments requires approval of the Chief Probation Officer, or in his/her absence, the Assistant Chief Probation Officer.

3. County Counsel
   a. All contacts with County Counsel must be reviewed and approved with the appropriate Assistant Deputy Chief Probation Officer, who in turn will be responsible for advising the Deputy Chief Probation Officer, Assistant Chief Probation Officer, and the Chief Probation Officer.

4. Conflicts with Agencies
   a. Whenever a conflict arises between this Department and any other agency, or it appears that a conflict may arise, staff are to inform the appropriate Assistant Deputy Chief Probation Officer.
5. **Communication with the News Media**

   a. The Assistant Chief Probation Officer is the official media contact person for the Department.

   b. Media inquiries should be referred to him/her or, in his/her absence, the Chief Probation Officer.

   c. Staff may be authorized to give specific program or case information, keeping in mind legal requirements of case confidentiality.

6. **Court Communication**

   a. There are occasions when officers while in court or in contact with Judges, receive verbal instructions or suggestions on procedural changes. When this occurs, the officer shall inform the appropriate Assistant Deputy Chief Probation Officer.