

	MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES	
	Subject EMPLOYEE PERSONAL INFORMATION AND EMERGENCY SERVICE TELEPHONE LISTINGS	Policy Number GI-3
		Effective Date 12-25-24
Related Information GD-1, <i>General Office Procedures</i>	Supersedes GI-3 (12-16-21)	

PURPOSE

The purpose of this Office Policy is to establish guidelines and procedures for maintaining information so it is readily available to Communications Division personnel to allow for contact with Office personnel, external agencies, and emergency services.

POLICY

It is the policy of the Office to obtain and maintain personal information regarding employees including, but not limited to, legal name, home addresses, mailing address, telephone numbers, e-mail addresses, emergency contact information, duty hours, and division assignment.

DEFINITIONS

Confidential Information and Records: Some information and records, which fit within the definition of "public records and other matters," may be withheld from public scrutiny because they are considered confidential. Information and records may be designated confidential by law, statute, or court decisions. In limited cases, information and records may be designated confidential by Office Policy, and with consultation and approval from the Civil Division of the Maricopa County Attorney's Office.

Primary Human Resources Data (PHReD): Computer software used to maintain personal information regarding compensated employees, such as home address, telephone numbers, emergency contact information, and division assignment.

PHReD Lite: Computer software used by Office components to retrieve and enter information into PHReD.

PROCEDURES

1. **Release of Employee Personal Information:** Employee personal information shall be considered confidential information and records and released only to compensated employees of the Office and reserve deputies when they are on duty or acting in an official capacity; or as otherwise directed by state and/or federal law.
2. **Request of Confidential Information:** Office personnel requesting confidential information and records shall be required to provide their serial number or employee identification number, and/or date of birth to prove identification, unless the caller is personally known to the individual receiving the call.
 - A. When the caller is not known, Communications Division personnel shall verify validity of the request by comparing the personal information contained in the Primary Human Resources Data (PHReD) Lite with information provided by the caller.

- B. If the call is urgent, or the caller is a member of another criminal justice agency, Communication Division personnel may dial the employee's primary telephone number for the caller.
 - C. The disclosure of an employee's personal information such as, physical home address, mailing address, telephone numbers, e-mail addresses, and emergency contact information to non-Office personnel shall be conducted, as specified in Office Policy GD-1, *General Office Procedures*.
3. **Maintenance of Records in PHReD:** The Human Resource Services Division shall be responsible for maintaining employee personal information in PHReD.
- A. When a new employee is hired, the Human Resource Services Division shall be responsible for entering all necessary personal information into PHReD. When an employee separates from the service of the Office for any reason or changes classification, the Human Resource Services Division shall update the employee record contained in PHReD.
 - B. Employees shall provide the Office with personal information, as specified in Office Policy GD-1, *General Office Procedures*.
 - 1. Employees shall notify their supervisor within 72 hours of any change by completing a *Personal Information Change Form* located on the Office's shared drive in the Official MCSO Forms folder. The form shall be submitted by the employee to their supervisor.
 - 2. The employee's supervisor shall ensure the information is updated by forwarding the completed form to the designated division personnel using PHReD Lite. The supervisor shall make a copy of the form and place the copy in the employee's division file.
 - 3. Once the information has been updated, the original form shall be forwarded through the employee's chain of command to the Human Resource Services Division who shall verify the update in PHReD and place the form in the employee's personnel file.
 - C. PHReD also contains information regarding the division assignment of all compensated Office personnel. The division assignment shall be updated by the Human Resource Services Division upon receipt of official transfer documentation received by Command Administration.
4. **Identity of Supervisors and Command Personnel:** Information regarding the identity of on duty supervisors, command personnel, and any on call personnel shall be made available to Communications Division personnel by Executive Command administrative staff and specialty division commanders on a weekly basis.
5. **On-Call Rosters and Call-Out Procedures:** Up-to-date on-call rosters and call-out procedures shall be developed by the respective bureau, division, section, or unit commander, and provided to the Communications Division on a weekly basis.
6. **Telephone Number Listing:** A listing of telephone numbers for emergency and social services, such as fire departments, tow trucks, ambulances, medical helicopters, hospitals, alarm companies, and other County departments shall be maintained in the Communications Division. Procedures for utilization of services external to the Office will be based on the immediate needs of the situation.
7. **County Maintained Personnel Records:** The County also maintains employee personal information electronically in the Human Resources Information System (HRIS) application Workday on all personnel employed by Maricopa County. Employees shall update their personal information in the HRIS application Workday as needed. This does not relieve the employee of their responsibility to notify the Office of any personal information changes, as specified in this policy and in Office Policy GD-1, *General Office Procedures*.