



TITLE	POLICY NUMBER	
Identification Card Program	DCS 10-10	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Learning and Development	May 21, 2018	3

I. POLICY STATEMENT

The Department of Child Safety (DCS) authorizes the issuance of identification (ID) cards for all employees, contractors, vendors, interns, and volunteers. ID cards are state property and are to be used solely for official duty-related identification. This policy also establishes responsibilities for individuals who are issued ID cards.

II. APPLICABILITY

This policy applies to all DCS employees as well as contractors, vendors, interns, and volunteers who provide services to and for the Department.

III. AUTHORITY

[A.R.S. § 8-453](#) Powers and duties

IV. DEFINITIONS

Department or DCS: The Arizona Department of Child Safety.

Identification (ID) Card: A laminated card that contains the individual's legal name or chosen name, photograph, Department name, and job classification on the front of the card, and the Director's signature on the back of the card.

Intern: An individual who performs duties for the Department, with or without compensation, in exchange for academic credit and/or work experience. This includes individuals (a.k.a. Title IV-E interns) who participate in the Child Welfare Education Program administered by Arizona State University; all other internships must be officially authorized by DCS Human Resources prior to the performance of any intern tasks. Unless specifically stated, interns shall not be considered as employees of the Department. Interns are assigned to projects and do not assume the day-to-day duties performed by full-time DCS employees.

Replacement Card: An ID card issued when cardholders undergo significant changes in appearance, change their name, change job classifications, or report their ID card as lost, damaged, or stolen. Replacement ID cards are also issued when ID card format or color is changed, damaged, or faded beyond recognition.

Temporary Employee: A person provided by a State-contracted employment agency whose education, experience, competencies, or other qualifications meet the requirements of a short-term assignment within the Department.

Vendor (or Contractor): A service provider contracted with the Department.

Volunteer: An individual, firm, society, partnership, association, company, civic or religious group, or corporation who is accepted to perform duties for the Department without compensation. A volunteer must be officially accepted by the DCS Volunteer Program Manager prior to the performance of any volunteer tasks. Unless specifically stated, volunteers shall not be considered employees of the agency. DCS interns are not considered volunteers, and are monitored by Human Resources, in accordance with the DCS Intern Policy.

V. POLICY

- A. Learning and Development is responsible for issuing and tracking ID cards and maintaining accurate records. ID cards are issued with the strict expectation that proper measures will be taken to ensure their safekeeping. Loss of ID cards can result in financial loss to DCS and expose staff, volunteers, and clients to unnecessary risk.
- B. DCS shall issue ID cards to employees, contractors, vendors, interns, temporary employees, and volunteers. Contractor, vendor, intern, and volunteer ID cards shall have an expiration date of one year from the date of issuance.

- C. All interns, contractors, vendors, temporary employees, and volunteers shall surrender their ID cards to their supervisors at the conclusion of their internship, business relationship, or duties with DCS. Supervisors shall forward these ID cards to Learning and Development, which will manage their destruction.
- D. The name on the ID card will be the employee's legal name or chosen name.
- E. All ID cards are the property of DCS and must be returned upon termination of employment or other duties. Refer to DCS Administrative Policy 04-49, [Employee Onboarding and Offboarding](#).
- F. If an ID card is lost, damaged, or stolen, the individual to whom the card is assigned must immediately report this to their supervisor or manager, and shall be required to reimburse the Department for the cost of replacement if the ID card was lost, damaged, or stolen as a result of negligence. No reimbursement is required if the damage is the result of normal wear.
- G. Employees placed on long-term leave may be asked to surrender their ID card until they return to work.
- H. It is a violation of DCS policy for any individual to duplicate an ID card issued by Learning and Development. Only Learning and Development is authorized to approve duplication of ID cards. Duplication or misuse of an ID card will result in disciplinary action. Violations to this policy include but are not limited to:
 - 1. loaning ID cards to unauthorized individuals;
 - 2. duplicating ID cards without authorization;
 - 3. failing to return an ID card when requested; and
 - 4. failing to report a missing, lost, or stolen ID card.

VI. PROCEDURES

- A. Administrative Responsibilities
 - 1. For new employees, Learning and Development shall process ID cards with the employee's legal name or chosen name, issue replacement cards, and maintain a record of all ID cards issued.

Contractors, vendors, interns, and volunteers shall be directed by their supervisors to contact Learning and Development to obtain ID cards or replacement cards. Learning and Development shall maintain a record of all ID cards issued. ID cards for contractors, vendors, interns, and volunteers will be valid for twelve (12) months after issuance.

2. Learning and Development shall ensure that ID cards contain complete information and are printed and distributed to all DCS employees, interns, contractors, and volunteers. Staff classification/title will be on the front of all ID cards.
3. Learning and Development shall maintain:
 - a. supplies of blank ID cards in a secured area;
 - b. records of all ID cards issued;
 - c. records of ID cards reported as lost or stolen, as well as those not returned by individuals who are no longer employed by or affiliated with DCS; and
 - d. a central file of all ID cards issued by the Department.

B. Identification Cardholder Responsibilities

ID Cardholders shall:

1. wear ID cards in a visible location while on duty; cardholders shall not wear or display ID cards when not on duty;
2. request a new ID card when there is a significant change in personal appearance;
3. surrender ID cards to Learning and Development when a replacement card is issued or upon termination of employment;
4. surrender an ID card that was reported lost or stolen but subsequently found after a replacement card was issued;
5. retain an ID card when transferred;
6. refrain from puncturing, bending, concealing with attachments, or defacing the ID card;

7. submit an [*Unusual Incident Report*](#) when an ID card is lost, damaged, or stolen.

C. Replacement of ID Cards

1. Cardholders shall do the following to obtain a replacement card:
 - a. contact their HR Liaison and request a replacement card.
 - i. if the card is being requested to reflect a change of name of job title, no further action needs to be taken by the cardholder.
 - ii. If the card has been lost, damaged, or stolen, the cardholder shall complete an [*Unusual Incident Report*](#) describing the circumstances regarding the lost, damaged, or stolen ID card. The cardholder shall submit the [*Unusual Incident Report*](#) to their immediate supervisor, who shall forward it to Risk Management, with a copy to Learning and Development;
 - b. reimburse the Department if the card was lost, damaged, or stolen as a result of negligence.
2. Learning and Development shall:
 - a. verify with the Human Resources Operations Manager that the cardholder is a valid DCS employee;
 - b. collect a reimbursement fee from the cardholder, when appropriate;
 - c. ask the cardholder to complete a new ID card application and sign and date a receipt acknowledging the replacement card prior to issuance;
 - d. forward any collected monies to DCS Finance and Accounting.

VII. FORMS INDEX

[*Application for Employee Identification Card \(DCS-1166A\)*](#)

Unusual Incident Report (DCS-1125A)