



TITLE	POLICY NUMBER	
Visitors to DCS Offices Policy	DCS 02-08	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Business Operations	09/08/2010	2

## **I. POLICY STATEMENT**

The Arizona Department of Child Safety (Department or DCS) is committed to safeguarding and protecting the confidentiality of customer information and the privacy rights of our customers. The purpose of this policy is to establish guidelines for controlling the access of visitors and customers to secured areas of DCS properties where confidential information exists.

## **II. APPLICABILITY**

This policy applies to all DCS employees, customers, vendors, and any person visiting a DCS owned or leased property.

## **III. AUTHORITY**

[A.A.C. R2-10-101 through 601](#) Arizona Department of Administration, Risk Management Division

[A.A.C. R2-5A-501](#) Standards of Conduct

[A.R.S. § 13-2316](#) Computer tampering; venue; forfeiture; classification

[A.R.S. § 41-773](#) Causes for dismissal or discipline for employee in covered service

#### **IV. DEFINITIONS**

Access: In the vicinity with the ability to view, read, or hear.

Confidential Information: Any information or data in any form which, if improperly obtained, used, released, or tampered with, could cause serious harm or loss of personal privacy, injury to the State of Arizona, loss of competitive advantage, loss of confidence in a governmental program, financial loss or affect legal action and cause damage to partnerships, relationships, and reputations, including Personally Identifiable Information and Protected Healthcare Information.

Customer: An individual who is receiving DCS services or conducting official business with the Department.

DCS Business: Any duty, responsibility, or act undertaken by an employee, volunteer, contractor, provider, or vendor of DCS in relation to DCS' duties in [A.R.S. § 8-451](#).

DCS Property: All real property and buildings acquired, leased, occupied and/or operated by DCS under [A.R.S. § 8-460](#).

DCS Staff: Paid or unpaid persons (including volunteers) who are employed on a full or part-time basis by the Department.

Department or DCS: The Department of Child Safety.

Personally Identifiable Information: Any information that can be used to uniquely identify, contact, or locate a person or can be used with other sources to uniquely identify an individual.

Protected Healthcare Information: Individually identifiable health information that is transmitted by or maintained in electronic media, or transmitted or maintained in any other form or medium.

Secured Work Areas: Any workspace that is secured from public access by some type of physical barrier including locked doors, key pad locks, swipe card systems, or a similar device that prevents access without a code or assistance from a DCS staff member.

Visitor: Any person, such as a relative or friend, who is visiting a DCS property and is not conducting DCS work-related functions or official business activities. This includes DCS employees who are visiting another program area in the same building or visiting a workplace where they are not employed.

Workplace: All locations, either permanent or temporary, where DCS employees work, occupy, or represent DCS. This includes DCS-owned or DCS-leased facilities and buildings; customer, vendor, and provider premises; and any location where DCS-sponsored activities occur.

Work-related: Any activity performed by an employee for DCS business purposes as part of an employee's job responsibilities, excluding travel between the employee's personal residence and the employee's primary workplace.

## **V. POLICY**

### **A. General Provisions**

1. DCS properties and facilities are designed to protect the safety of staff and secure confidential information from unauthorized access.
2. DCS staff that work in non-secured work areas must take appropriate actions to secure their confidential information.
3. When confidential information is being discussed, DCS staff should speak in a tone to prevent the conversation being overheard by others.
4. DCS staff shall keep confidential data and computer equipment secured and inaccessible to unauthorized persons when data is being transported.

### **B. Visitors**

1. Visitors must remain in common areas designed for the general public such as waiting rooms, lobby areas, or designated locations within a facility. Visitors are not allowed to enter secured areas.
2. Department management may grant exceptions for visitors to enter

secured work areas on certain occasions such as “Bring Your Child to Work Day” or the celebration of a major event or accomplishment. When exceptions are granted, the following conditions apply:

- a. Visitors must be escorted and accompanied by DCS staff at all times;
- b. Visitors must not be given access to or handle any DCS confidential information including both paper and electronic records;
- c. Offices may use a log and/or badge system to track visitors.

**C. DCS Customers**

1. DCS customers must be escorted by DCS staff at all times when they enter secured work areas.
2. DCS customers may have family members or friends accompany them into secured work areas as long as they are escorted and space permits.
3. DCS customers must not be given access to or handle any DCS confidential information including both paper and electronic records that do not pertain directly to their business with the Department.

**D. Compliance**

Each office shall establish procedures to comply with the provisions of this policy.

**VI. PROCEDURES**

- A. Building Liaisons (BLs) and Project Coordinators (PCs) are responsible for implementing the Visitors to DCS Offices Policy and these procedures.
- B. BLs and PCs will determine if their facilities have secured work areas.
  1. If the office has secured work areas, the BL or PC will:
    - a. Share information with all staff who work in the building the location of the secured areas in the building;

- b. Ensure that staff adheres to the provisions of the Visitors to DCS Office Policy.
- C. The BL or PC shall elevate issues that arise to the Program Manager for resolution.
- D. The Program Manager shall, as needed, consult with the Office of Real Estate or the Assistant Director of Information Technology for guidance.