State of Iowa Department of Corrections

Policy and Procedures

Policy Number: AD-PR-29
Applicability: Institutions, CBC, Central Office, IPI
Policy Code: Public Access
Iowa Code Reference: 904.601, 904.602, 904.603
Chapter 1: ADMINISTRATION & MANAGEMENT
Sub Chapter: PERSONNEL
Related DOC Policies: AD-CI-01, AD-CI-02, AD-CI-03, AD-CR-04, AD-GA-12, AD-IS-01, AD-PR-11, AD-PR-27, HSP-204, HSP-303, IO-OR-06
Administrative Code Reference: 201-Chapter 5
Subject: CONFIDENTIALITY OF INFORMATION
PREA Standards: N/A
Responsibility: Sarah Fineran, Sally Kreamer, Nick Lamb
Effective Date: July 2025
Authority:

1. PURPOSE

To ensure compliance with requirements of the Code of Iowa governing confidentiality of information in the Iowa Department of Corrections (IDOC).

2. POLICY

It is the policy of the IDOC that all employees and individuals providing services to the organization shall know and implement **Iowa Codes 904.601 and 904.602** requirements that govern their use and dissemination of information. This includes, but is not limited to information pertaining to clients/incarcerated individuals, their care, treatment or responsiveness to treatment, any critical incident information, security procedures, investigations, physical plant, personnel or business records, and applies to hardcopy or electronic records and hardcopy, electronic, or verbal communications. This also includes the protection of personally identifying information of victims who receive or who have received services provided by programs of the IDOC.

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3. PROCEDURES

A. Employee Training

All employees shall be trained in their responsibilities pertaining to confidentiality during orientation and prior to assuming their duties. This includes at a minimum a review of code provisions and rules of employee conduct, per IDOC Policy **AD-PR-11** *General Rules of Employee Conduct*. Employees, interns or volunteers who have access to victims' personally identifying information in ICON shall be made aware of the confidential nature of Victim Registration Records as prescribed in **Iowa Code 915.12(3)**. Employees shall be required to sign receipts for employee rules of conduct and IDOC Policy **AD-PR-29 F-1** *Confidentiality of information Agreement*.

B. Contract/Consultant/Intern/Student Employee/Volunteer Training

1. All interns, medical residents, contract, and consultant personnel and volunteers shall be trained in their responsibilities pertaining to confidentiality during orientation and prior to assuming their duties. This shall include at a minimum a review of code provisions and rules of conduct. These individuals shall be required to sign an acknowledgement of the training. See **AD-PR-29 F-1**. (Note: IDOC interns shall have ICON permissions granted to them based on the job duties of the internship and placed into the appropriate statewide ICON Security Groups.)

2. See IDOC Policies **HSP-204** *Students-Interns* and **HSP-303** *Confidentiality/Privacy of the Health Record*, for procedures for medical interns, students, residents and consultants.

3. See IDOC Policy **AD-CI-01** *Institution Volunteer Program and AD-CI-03 for Community-Based Volunteer Programs*, for procedures for volunteers.

4. See IDOC Policy **AD-CI-02** *Internship Program*, for procedures for students/interns.

C. Victim Service Providers in the Office of Victim and Restorative Justice Programs (OVRJP)

1. A Release of Information form, **AD-CR-04 F-2** utilized in accordance with IDOC Policy **AD-CR-04** *Release of Information* must be signed by an IDOC Registered Victim, or any other victim receiving services through the OVRJP, prior to the release of any personally identifying information of a victim who is receiving or who has received services through a program of the IDOC. Release of Information forms shall be saved in the victim confidential comments section of ICON along with a note of clarification.

2. Confidential information of a victim may be released to criminal justice agencies, prosecuting attorneys, the Ombudsman, the Attorney General's Office, and/or the Iowa Board of Parole who normally share the personally identifying information of victims in connection with official duties.

3. The IDOC will report the unauthorized release or possible release of any personally identifying information of an IDOC registered victim or other victim receiving services through the OVRJP within twenty-four hours to the Victim Assistance Section of the Iowa Attorney General's Office and/or the Department of Justice.

D. Authorization and Confidentiality of Information

1. All new employees shall complete **AD-PR-29 F-1** *Confidentiality of Information Agreement,* which shall be placed in the employee's Personnel File.

2. If the employee needs access to the ICON Medical screens within the ICON Case Management system, the employee's Warden/District Director/Designee shall initiate **AD-PR-29 F-2** *Authorization Form for*

the ICON Case Management System - Medical screens only, for approval by the appropriate IDOC authority.

AD-PR-29 F-1 and F-2 forms shall be sent to the ICON Helpdesk via an ICON ticket for permissions to medical screens.

3. If the employee needs access to the ICON Medical System, the employee's supervisor shall initiate **AD-PR-29 F-3** *Authorization Form for the ICON Medical System*, for approval by the appropriate IDOC authority. Which security group the employee needs placed into determines who needs to sign this form. Those sites without the proper security access personnel should use the IDOC Help Desk ticketing system for their access requests including attaching these signed forms **(AD-PR-29 F-1 and AD-PR-29 F-3)**.

4. If the employee needs access to the ICON Grievance Module, the employee's supervisor shall initiate **AD-PR-29 F-4** *Authorization Form for the ICON Grievances Module*, for approval by the appropriate IDOC authority. Which security group the employee needs placed into determines who needs to sign this form. Those sites without the proper security access personnel should use the IDOC Help Desk ticketing system for their access requests including attaching these signed forms (**AD-PR-29 F-1** and **AD-PR-29 F-4**).

5. If the employee needs access to the ICONView, the employee's supervisor shall initiate **AD-PR-29 F-5** *Authorization Form for the ICONView*, for approval by the appropriate IDOC authority. Which security group the employee needs placed into determines who needs to sign this form. Those sites without the proper security access personnel should use the IDOC Help Desk ticketing system for their access requests including attaching these signed forms (**AD-PR-29 F-1** and **AD-PR-29 F-5**).

6. IDOC Policy **AD-PR-27** *Utilization of Information Technology Resources*, shall be read by all employees and **AD-PR-27 F-1** *Agreement for Information Technology Resources*, signed and placed in personnel file.

7. Any provision of confidential information must be in accordance with the IDOC policy **AD-CR-04** *Release of Information*.

8. Per CJIS policy and IDOC policy, **AD-IS-01** *Management Information System*, new staff are to complete CJIS Security Awareness training prior to receiving ICON access.

9. All staff with access to ICON are to complete CJIS Security Awareness training annually in the IDOC LMS