



**SD Electrical Commission**  
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308 S. Pierre  
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## Memo

**To:** Electrical Inspectors  
**From:** Ron  
**Date:** June 1, 2006  
**Subject:** Inspection with corrections and  
Real Estate Inspections

### Item #1

Effective immediately, any inspection - commercial or residential - that has an inspection report or requires any form of follow-up including telephone calls for code violations, requires a one (1) hour requested inspection minimum of \$50.00 or more to be added to their billing.

### Item #2

Also, any calls involving the use of our inspectors for real estate transactions inspections will now require a four (4) hour/\$200 minimum charge.

**Remember:** an electrical contractor should be able to evaluate the same property just as effectively.

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## Memo

To: All SD Electrical Commission Employees  
Commission Members

From: Ron Nagle

Date: November 29, 2006

Subject: Communication Policy and Procedure Guide

The attached memo is from Todd Kolden who is our liaison between the Department of Labor and the Electrical Commission.

As Todd has requested of me to keep him apprised of all issues and contacts concerning the Department of Labor, etc., each SD Electrical Commission employee must also similarly inform me of any contact specifically with the Department of Labor or Bureau Personnel. Also, any State Agency, etc. covered by the enclosed "Communications Policy and Procedure Guide".

Please speak with me in person or forward a written summary of any contacts you make or contacts made to you.

**Nagle, Ron**

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**From:** Kolden, Todd  
**Sent:** Friday, November 17, 2006 7:35 AM  
**To:** 'Professional Licensing'; Whipple, Ann; Monge, Susan; Nagle, Ron; Olson, Nicole (BOA); Richards, Mike  
**Subject:** INFORMATION

Hello,

Just a reminder to keep me informed on any issues ongoing that are ongoing with your Board or Commission, in particular with other DOL staff. Even if it doesn't pertain directly to me (i.e. contracts, etc.) I need to at least be cc'd on emails or informed what the situation is.

Thank you.

Todd

Please call soon:

Gail  
Roxie  
Diana

To confirm receipt of the enclosed.

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# Communications, Media Relations, and Public Information

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Policy and Procedure



*Revised 3/2006*

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# Communications

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## News Releases

All news releases issued on behalf of the Department of Labor and on behalf of the Governor will be reviewed by the Public Information Officer and approved by the Secretary prior to release.

### Procedural Guidelines

Division Directors, Program Specialists, and Career Center Managers requesting a news release must do one of the following:

1. Provide a draft of the release to the Public Information Officer for editing and approval; or,
2. Provide the Public Information Officer with the information needed to draft the release.

Individual Division staff are responsible for obtaining the necessary approval from their respective Division Director or Career Center Manager prior to drafting a news release.

The Public Information Officer, with guidance of the Secretary, will determine whether news releases are appropriate. The Secretary has final authority whether to issue a Department related news release.

The Public Information Officer will maintain a file of all news releases disseminated by the Department.

### The Office of the Governor

Department of Labor staff may be requested to draft a news release on behalf of the Office of the Governor. All Governor news releases will be reviewed by the Public Information Officer and approved by the Secretary prior to release to the Office of the Governor.

## **News Tips**

All Department of Labor news tips will be edited and reviewed by the Public Information Officer.

### **Procedural Guidelines**

Information on all board meetings, conferences, public meetings, or special events of significance should be sent to the Public Information Officer by the Thursday prior to the week of the event. Division Directors, Program Specialists, and Career Center Managers submitting a news tip must do one of the following:

1. Provide a draft of the news tip to the Public Information Officer for editing and approval; or,
2. Provide the Public Information Officer with the information needed to draft the news tip.

Upon approval, the Public Information Officer will send the news tips to the Office of the Governor for posting to the State News Web.

# Correspondence

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## **Congressional Delegates**

The Department of Labor will have an established procedure for managing, drafting, and maintaining congressional correspondence.

### **Incoming Written Requests**

All incoming congressional correspondence requests will be managed in the Office of the Secretariat. Any letters or emails received should be forwarded to the Administrative Assistant.

The Administrative Assistant will make copies and distribute congressional correspondence to the respective Division Directors for a draft response.

The draft response should be forwarded to the Director of Workforce Information for editing and review. The Secretary will have the final approval on correspondence responses.

### **Incoming Phone Requests**

All incoming congressional requests or inquiries will be managed in the Office of the Secretariat.

All staff should notify the Director of Workforce Information with the request immediately. Include the following:

1. Office the person is representing;
2. Date of the contact;
3. Nature of the inquiry.

The Director of Workforce Information will then coordinate a response with the Secretary. The Secretary will have the final approval on congressional correspondence.

The Administrative Assistant will maintain records of all the congressional correspondence.

## **Constituents**

The Department of Labor will have an established procedure for managing, drafting, and maintaining constituent correspondence addressed to the Secretary.

### **Incoming**

All incoming constituent correspondence addressed to the Secretary will be managed in the Office of the Secretariat.

The Administrative Assistant will make copies and distribute constituent correspondence to the respective Division Directors for a draft response.

### **Responses to Constituent Requests**

The draft response should be forwarded to the Public Information Officer for editing and review, cc'ing the Administrative Assistant. The Secretary will have the final approval on constituent correspondence.

Drafted letters for the Secretary's signature will be returned to the Administrative Assistant within five (5) working days of receiving the letter. The Administrative Assistant will maintain copies of all the constituent correspondence addressed to the Secretary and copies of all finalized draft letters. A final copy will be forwarded to the appropriate Division.

## **Legislators**

All requests for information or inquiries from the Legislative Research Council (LRC) or individual State Legislators must be forwarded to the Public Information Officer and the Director of Workforce Information. They will then work with the Secretary to coordinate a response with the Governor's Office. The Office of the Secretariat will maintain a copy of the response.

## **Office of the Governor**

The Department of Labor will have an established procedure for managing, drafting, and maintaining correspondence on behalf of the Governor of South Dakota.

### **Incoming**

All incoming Governor's correspondence requests will be managed in the Office of the Secretariat.

The Public Information Officer will distribute Governor's correspondence to the respective Division Directors for a draft response. The numerical code will be included on all Governor's correspondence for verification purposes.

The draft response may be forwarded to the Public Information Officer for editing and review, cc'ing the Administrative Assistant. The Secretary will have the final approval on correspondence on behalf of the Governor. The Workforce Information Director will review the final draft prior to sending it to the Office of the Governor.

If needed, the Public Information Officer will contact the constituent to seek out further details and to resolve any issues prior to a final draft being sent to the Office of the Governor.

### **Responses to the Governor's Office**

Drafted letters for the Governor's signature will be returned to the Office of the Governor within five (5) working days of receiving the letter. The Administrative Assistant will maintain copies of all the Governor's correspondence and copies of all finalized draft letters. A final copy will be forwarded to the appropriate Division.

# Media Relations

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The Director of Workforce Information and Public Information Officer have the primary responsibility for managing media relations. They will coordinate efforts with the Secretary in all instances.

## Recognized News Media

For the purposes of this policy, recognized news media includes:

- General circulation newspapers which have met the requirements to be a legal newspaper outlined in SDCL chapter 17-2;
- Radio/television stations holding a FCC license who provide news as part of their service;
- Periodical news magazines of national circulation sold through newsstands or mail subscriptions to the general public; or,
- National/International news services.

## Purpose

The public information process will encourage an understanding of the operations, programs, and goals of the Department of Labor. This will be accomplished by:

- Prompt, courteous and complete responses to requests from the public, private agencies, or individuals.
- Appropriate contact with the public and news media.
- Public access to the Divisions or Programs consistent with privacy concerns and the security and operation of each division.
- Cooperation with other Divisions in information gathering, exchange, and standardization.
- Prompt investigation of complaints directed toward the Department of Labor or its Divisions or Programs from the public, private agencies, or citizens.

## **Media Inquiries**

The Director of Workforce Information and Public Information Officer have the primary responsibility of responding to the media. Opinions solicited concerning Departmental operations will be referred to the respective Division Director for comment. The Secretary has the final authority on whether a response is provided to a media inquiry, and the content of that response.

## **Procedural Guidelines**

All Department staff will deal with people and organizations legitimately interested in Department of Labor services in a manner which maintains and enhances integrity and credibility.

### **Media Contacts**

All staff receiving inquiries from the recognized media must notify the Director of Workforce Information and Public Information Officer of the following information:

1. Name of the contact;
2. Organization the person is representing;
3. Date of the contact;
4. Nature of the inquiry;
5. Timellne.

Notification to the Director of Workforce Information and Public Information Officer may be made via e-mail or phone. Upon notification, they will consult the Secretary to determine an appropriate response. A Division Director, Program Specialist, or Career Center Manager may be directed to provide the response to the media.

### **Department Initiated Media Contact**

All Department staff must coordinate Department initiated media contact with the Public Information Officer to ensure messages are appropriate, consistent with Department policy, and prepared according to standard journalistic style.

Department Initiated publications include: advertisements, backgrounders, fact sheets, feature articles, guest editorials, letters to the editor, media alerts, media kits, news releases, news briefings, news

conferences, op-eds, photographs, pitch letters, public service announcements, and any thing of the alike nature.

### **Interviews**

Requests by recognized news media for filmed, recorded or non-recorded interviews with Department of Labor staff must be approved prior to the interview in all cases when possible. Notify the Director of Workforce Information and Public Information Officer with:

1. Name of the contact;
2. Organization the person is representing;
3. Date of the contact;
4. Nature of the inquiry;
5. Timeline.

### **Investigation of Complaints**

Complaints regarding a Division's or a Program's relationship with the media, public, and other agencies should be brought to the attention of the Director of Workforce Information and Public Information Officer. The Secretary will then be alerted of the issue and will assign a staff member to investigate the complaint. Staff involved in the complaint will not be involved in the investigation.

# Publications

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All publications developed or produced by the Department will be reviewed and approved by the Public Information Officer prior to the final approval by the Secretary for publication and distribution.

## Definition of Publications

Materials such as advertisements (excluding job orders and notices of public hearings), annual reports, brochures, booklets, covers, e-zines, fliers, mailers, magazines, newsletters, posters, PowerPoint presentations, rack cards, reports, resource guides, slides, table tents, video presentations, and any thing of the alike nature are considered publications.

## Procedural Guidelines

### Publications for Distribution

All publications for distribution to the general public, with the exception of approved and regular publications, will be reviewed and approved by the Public Information Officer to ensure the message or materials are appropriate and consistent with Department policy.

Staff developing such material are responsible for clearing publications through their respective Division Director or Career Center Manager prior to any creation. It is the responsibility of the Division Director or Division Director's designee or Career Center Manager to contact the Public Information Officer of the desired publication.

Publications submitted for review and approval will be returned to the submitting staff member within five (5) working days. The Secretary has the final authority to issue publications.

### Printing Cost Information

Pursuant to §5-23-27.1 any publication, brochure, pamphlet, or flyer with a total cost exceeding one hundred (\$100.00) dollars, paid for and distributed by a state agency shall bear an inscription listing the publisher (Department of Labor), the number of copies published, and the approximate cost of publication per copy.