DEPARTMENT OF CORRECTIONS

Policy Number: 103.420
Title: Pre-Service and Orientation Training
Effective Date: 1/15/19

PURPOSE: To ensure that all employees have a standardized knowledge level regarding the department's policies, organizational structure, and programs, along with the mission, values, and expectations.

APPLICABILITY: Department-wide

DEFINITIONS: None

PROCEDURES:

A. General requirements

1. The DOC provides all employees a minimum of 40 hours of department orientation and training, including on the job training which is documented by the supervisor. In addition, the DOC provides all facility staff with pre-service academy and facility-specific training, as required by the position. All training must meet core requirements as recommended by the training advisory committee (TAC) and recommended learning topics from the American Corrections Association (ACA). Curriculum development is based on clear, concise, and measurable written statements of intended learning outcomes. Content and instructional methods are consistent with stated learning objectives, sequenced to facilitate learning, and incorporating strategies to evaluate the learning. The department director of employee development ensures availability of necessary space and equipment, including library and reference services, for the training and staff development program.

2. Part-time employees are pro-rated for the number of hours of training they need to receive.

3. A staff member who worked in a position with offender contact with a lapse in service of less than two years does not need to retake orientation and academy.

4. A staff member who worked with minimal or no offender contact with a lapse in service of less than five years does not need to retake orientation and academy.

5. Part time or intermittent employees, and contractors must follow training requirements as determined by the department director of employee development or assistant director of employee development in conjunction with the approving authority of that employee. The sophistication level and the amount of training is based on the employee's need to know and the employee's job assignments. Additional considerations include whether the job requires offender contact or minimal/no offender contact.

6. An individual on active military status is retrained as determined by the facility employee development director following mandated federal USSERA and state guidelines.

7. All training is documented using standardized entries into the approved agency electronic training management system.

B. Orientation

1. All facility, field services, MINNCOR, and central office employees must attend the DOC orientation program offered at central office in addition to work site and/or specific job orientation.

   a) Employees attend the first scheduled orientation session after their start date.

   b) This training includes, at a minimum:

      (1) Orientation to the purpose, goals, policies, and procedures of the department and state;
      (2) Personal conduct;
      (3) Preventing harassment and discrimination;
      (4) Working conditions and regulations;
      (5) Employees' rights, responsibilities, and benefits;
      (6) Communication skills;
      (7) Prison Rape Elimination Act (PREA) information;
      (8) Security and contraband regulations (facility appropriate);
      (9) Key control (facility appropriate);
      (10) Appropriate conduct with offenders (if applicable);
      (11) Occupational exposure;
      (12) Personal protective equipment (PPE);
      (13) Biohazard waste disposal;
      (14) Overview of the correctional field;
      (15) Diversity and inclusiveness;
      (16) Use of restraints for juvenile residents (for all Red Wing staff); and
      (17) Office and field safety (field services).

   c) If a staff person is waived from orientation or portions thereof by the director of employee development or designee, documentation of comparable training must be provided to the training manager/designee, and the waiver approved prior to the next scheduled orientation after his/her hire date.

2. Central office and community services staff receive or are directed to orientation, training, and on-the-job training resources by their supervisors or designees. These orientation activities must be documented and submitted via a supplemental training request verification in the approved agency electronic training management system.

C. Pre-service academy training program

1. All facility staff must attend the central office portion of the pre-service academy required for their positions.

   a) If staff are waived from portions of pre-service academy, documentation of comparable training must be provided to the director of employee development/designee and the waiver must be approved prior to the next scheduled academy.

   b) If facility staff miss portions of the central office pre-service academy, the staff person must attend the next scheduled session to make up the missed portions or documentation must be provided of comparable training received.

c) The content of the academy training program must meet the core requirements recommended by the ACA and the TAC.

d) Final training requirements must be approved by the director of employee development.

e) The core curriculum is based on needs assessment, job analysis, and identified skill-based competencies.

f) The sophistication level and the amount of training is based on the employee's need to know and the employee's job assignments.

g) Corrections officers
Corrections officers receive a total of 160 hours of training during their first year of employment. Training covers the following subject areas, at a minimum:
(1) Security procedures;
(2) Supervision of offenders;
(3) Signs of suicide risk and precautions;
(4) Use of force regulations and tactics;
(5) Report writing;
(6) Offender discipline rules and regulations;
(7) Offender rights and responsibilities;
(8) Fire, emergency plans, and safety procedures;
(9) Firearms training (for employees authorized to use firearms as part of their assignment);
(10) Use and handling of access control devices;
(11) Interpersonal relations;
(12) Social/cultural lifestyles of the offender population;
(13) Communication skills;
(14) First aid/CPR;
(15) Preventing sexual harassment;
(16) PREA
(17) Security threat groups (STGs);
(18) Needs of mentally ill offenders;
(19) Counseling techniques (juvenile only);
(20) Use of chemicals to include a chemical indirect exposure;
(21) Radio skills; and
(22) Avoiding setups and maintaining boundaries.

h) Non-corrections officer staff with direct offender contact
(1) Non-corrections officer staff with direct adult offender contact receive a minimum of 80 hours of training during their first year of employment.
(2) Non-corrections officer staff with direct juvenile offender contact receive a minimum of 120 hours of training during their first year of employment.
(3) Training covers the following subject areas, at a minimum:
(a) Fire, emergency plans, and safety procedures (adult and juvenile);
(b) Interpersonal relations (adult and juvenile);
(c) Report writing (adult and juvenile);
(d) Communication skills (adult and juvenile);
(e) STGs (adult and juvenile);

(f) Social/cultural lifestyles of the offender population (adult and juvenile);
(g) Needs of mentally ill offenders (adult and juvenile);
(h) Signs of suicide risk and precautions (adult and juvenile);
(i) Security procedures (juvenile only);
(j) Supervision of offenders (juvenile only);
(k) Use-of-force regulations and tactics (juvenile only);
(l) Juvenile offender discipline rules and regulations (juvenile only);
(m) Rights and responsibilities of offenders (juvenile only);
(n) Key control (juvenile only);
(o) First aid/CPR (juvenile; food services workers);
(p) Search and seizure (juvenile only);
(q) Rules of evidence (juvenile only);
(r) Counseling techniques (juvenile only);
(s) Preventing sexual harassment and PREA;
(t) Avoiding setups and maintaining boundaries; and
(u) Specialized PREA training for nursing and behavioral health staff.

i) Non-corrections officer staff with minimal offender contact
Non-corrections officer staff with minimal offender contact receive a minimum of 56 hours of training during their first year of employment. Training covers the following subject areas, at a minimum:
(1) Fire, emergency plans, and safety procedures;
(2) Interpersonal relations;
(3) Report writing;
(4) Communication skills;
(5) Self-defense or situational awareness; and
(6) Preventing sexual harassment.

2. All supervisory or managerial staff must receive a minimum of 80 hours of training during their first year of employment. Training covers the following subject areas, at a minimum:
a) Fire, emergency plans, and safety procedures;
b) Interpersonal relations;
c) Report writing;
d Preventing sexual harassment;
e) General management;
f) Labor law;
g) Employee-management relations;
h) The criminal justice system;
i) Relationships with other service agencies;
j) Conflict resolution;
k) Motivation of employees;
l) Diversity awareness;
m) Supervisory Development Core or Management Development Core from Minnesota Management and Budget;
n) PREA; and
o) Transition from prison to community.

3. Staff with no offender contact receive a total of 40 hours of training during their first year of employment. Training covers such examples as:

a) Fire, emergency plans, and safety procedures;
b) Interpersonal relations;
c) Report writing;
d) Communication skills; and
e) Sexual harassment.

4. Contractors, volunteers, interns, intermittent, and part-time staff receive formal orientation appropriate to their assignments, as determined by the DOC director of employee development or assistant director of employee development, as stated in the training plan.

5. The facility training director and the employee's supervisor determines if a position is direct offender contact based on specific job duties of the position.

6. The department TAC addresses variations to the academy to meet facility needs. The director of employee development must approve all variations.

7. Field services
   a) All field services corrections agents, sentencing to service (STS) crew leaders, administrative, supervisors, and managerial staff must receive a total of 80 hours of training during the first year of employment and follow the training plan every successive year thereafter. All new, full-time employees receive at least 40 hours of orientation before undertaking their assignments. Orientation includes, at a minimum, the following: orientation to the mission, goals, policies, and procedures of the agengy; orientation to the working conditions and regulations; office and field safety; employees' rights and responsibilities; code of ethics; an overview of the criminal justice system; and the particular job requirements. Other topics include such examples as:
      (1) Chain saw training (STS crew leaders);
      (2) Agent academy (corrections agents);
      (3) CPR/first aid (STS crew leaders);
      (4) Level of service/case management inventory (LS/CMI) (adult corrections agents, supervisors, and managers);
      (5) Managers core (managers);
      (6) Supervisory core (supervisors);
      (7) Motivational interviewing – level one and level two (corrections agents, supervisors, and managers);
      (8) Youth level of service (YLS) 2.0 (juvenile corrections agents, supervisors, and managers);
      (9) Fire and emergency plains/procedures;
      (10) Safety procedures;
      (11) Interpersonal relations;
      (12) Communications skills;
      (13) PREA; and
      (14) Sexual harassment.

   b) All support employees, who have minimal supervised offender contact, must receive a total of 56 hours of training in addition to orientation training during their first year of employment, and follow the training plan every successive year thereafter.

c) Training records are maintained using the agency-approved electronic training management system.

8. Youthful offenders

a) All staff who are assigned to units housing youthful offenders, and all staff responsible for youthful offender programming must be trained in the developmental, safety, and other needs of youthful offenders before being assigned to work with youthful offenders.

b) The training includes such examples as:

(1) Adolescent development;
(2) Educational programming;
(3) Social/cultural lifestyles of the youthful offender population;
(4) Crisis prevention and intervention;
(5) Legal issues;
(6) Housing and physical plant;
(7) Policies and procedures;
(8) Management of, and programming for, sex offenders;
(9) Substance-abuse services;
(10) Cognitive-behavioral interventions, including anger management, social-skills training, problem solving, and resisting peer pressure;
(11) Signs of suicide risk and precautions;
(12) Nutrition;
(13) Mental health issues;
(14) Gender-specific issues;
(15) PREA;
(16) Sexual harassment; and
(17) Case management planning and implementation.

D. Facility pre-service training

1. All facility staff must attend facility classroom orientation and on-the-job training related to their job classification in addition to department orientation and academy outlined above.

2. Facility orientation takes place in six-week cycles, which includes the time in department orientation and academy.

3. Corrections officer trainees must complete the full six-week cycle (three pay periods) of full-time instruction and on-the-job training prior to becoming a corrections officer 1.

a) On-the-job training for corrections officer trainees consists of tasks that require less responsibility than the tasks assigned to a corrections officer 1 and the trainees must be continually supervised by experienced staff members.

b) Extensions to complete pre-service may be granted for trainees at the discretion of the facility training director.

4. Other facility staff must attend the classroom portions of the facility training appropriate to their job classification.

a) On-the-job training must be conducted in the employee's work location.

b) The facility training director and the employee's supervisor determine which portions of the facility training are appropriate to the employee's job classification.

E. Training records are reviewed by employee development and retained in the agency-approved electronic training management system for a period of no less than three years.

F. No part of pre-service training can be changed without approval of the director of employee development or the assistant director of employee development.

G. Online training

1. All employees must complete any required online training listed as required for new employees in addition to all classroom and on-the-job requirements.

2. Online training hours count toward the minimum hour requirements for each employee and may or may not include any of the topics listed in other sections of this policy.

H. Evaluations of training programs are ongoing and are performed at a minimum annually. Evaluations of pre-service training programs are done by using standardized critiques, online appraisals, classroom observations, instructor protocols, and updated curriculum workshops. A written report is generated by employee development using assessment and evaluation tools.

I. Training programs are assessed and discussed during TAC meetings.

INTERNAL CONTROLS:

A. All training is documented and retained in the agency-approved electronic training management system.

B. Ongoing assessment of training programs are conducted and discussed during TAC meetings.

ACA STANDARDS: 1-ABC-1D-08; 1-ABC-1D-10; 2-CO-1D-02; 2-CO-1D-05; 4-JCF-6E-07; 4-4077; 4-4082; 4-4084; 4-4084-1; 4-4085; 4-4086; 4-4087; 4-4088; 4-4090; 4-4091: 4-4092; 4-4220; 4-4229, 4-4312, 4-APPFS-3A-15, 4-APPFS-3A-18, 4-APPFS-3A-05

REFERENCES: Minn. Stat. §§ 241.01, subd. 5; 43A.21
Prison Rape Elimination Act (PREA), 28 C.F.R. §115 (2012)
Policy 300.045, "Contractor Relationship to Department"
Policy 103.410, "In-Service Training"

REPLACES: Policy 104.420, "Pre-Service and Orientation Training Programs," 7/19/16.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: None

APPROVALS:
Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
Assistant Commissioner, Facility Services
Assistant Commissioner, Operations Support