



POLICY TITLE: GENERAL AND JOB-SPECIFIC TRAINING		PAGE 1 OF 13
POLICY NUMBER: 4.3		
CHAPTER 4: TRAINING AND STAFF DEVELOPMENT		
	STATE of MAINE DEPARTMENT of CORRECTIONS Approved by Commissioner: 	PROFESSIONAL STANDARDS: See Section VIII
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I. AUTHORITY

The Commissioner of Corrections adopts this policy pursuant to the authority contained in 34-A M.R.S.A. Section 1403.

II. APPLICABILITY

Adult and Juvenile Correctional Facilities

III. POLICY

All facility staff shall receive training consistent with the needs of their respective jobs. Requisite training shall comply with ACA standards, PREA standards and State statutes and regulations if applicable.

IV. DEFINITIONS

None

V. CONTENTS

- Procedure A: Training, General
- Procedure B: Orientation, Entry Level and In-Service Training – Adult Correctional Facilities
- Procedure C: Orientation, Entry Level and In-Service Training – Adult Minimum/Community Facilities
- Procedure D: Orientation, Entry Level and In-Service Training – Juvenile Facilities

VI. ATTACHMENTS

None

VII. PROCEDURES

Procedure A: Training, General

1. All facility employees shall receive training on fire, emergency and safety procedures specific to their work site.
2. All employees shall receive workplace harassment training yearly.
3. All employees shall receive training regarding sexual misconduct (in accordance with the Prison Rape Elimination Act (PREA) and Maine statutes) yearly.
4. The level of training for employees in interpersonal relations, communication skills and report writing, unless otherwise specified by ACA or Maine Criminal Justice Academy standards, shall be based on the employee's need to know and job assignment.
5. Correctional Officers assigned to a specialized team including, but not limited to, a SOG team, Crisis Negotiation Team or Canine Unit, before assuming an active role on the specialized team, shall have at least one (1) year of corrections experience and forty (40) hours of specialized training relevant to that team. Other staff assigned to specialized teams shall have at least one (1) year of experience in their specialty within the correctional setting. Officers and other staff assigned to specialized teams shall receive forty (40) hours of training annually, at least sixteen (16) hours of which shall be specifically related to the specialized team assignment. These staff shall be required to participate in annual training that test emergency plan systems for natural or man-made disasters. **5-ACI-1D-18**

Procedure B: Orientation, Entry Level and In-Service Training – Adult Correctional Facilities

1. All new full-time facility employees shall complete a formalized forty (40) hour orientation program before undertaking their assignments. At a minimum, the orientation training shall include the following subject matter: **5-ACI-1D-10**
 - a. the purpose, goals, policies and procedures of the facility and the Department;
 - b. working conditions and regulations;
 - c. security and contraband regulations;
 - d. key control;
 - e. appropriate conduct with residents;
 - f. employees' rights and responsibilities;
 - g. universal precautions, occupational exposure, personal protective equipment;
 - h. biohazardous waste disposal;
 - i. an overview of the correctional field;
 - j. sexual misconduct (in accordance with PREA and Maine statutes);
 - k. critical incident and emergency plans;
 - l. aspects of sexual abuse and harassment;

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- m. procedures for the suicide prevention plan;
 - n. recognizing signs and symptoms of mental illness; and
 - o. sustainable and environmentally responsible practices as set out in Department Policy 1.13, Energy Management.
2. All part-time facility staff and contract staff shall receive formal orientation appropriate to their assignments and additional training as needed. Orientation training shall include, at a minimum, the following subject matter: **5-ACI-1D-17**
 - a. facility rules, security, and operational procedures;
 - b. sexual misconduct (in accordance with PREA and Maine statutes).
 3. All facility volunteers shall receive orientation and training as set out in Department Policy (AF) 26.1 & (JF) 19.15 Volunteer Program.
 4. Administrative staff – All administrative and managerial staff, (e.g., Chief Administrative Officers and department heads), shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter, in areas relevant to their position. **5-ACI-1D-11**
 5. Correctional Officers – All new correctional officers shall receive one-hundred twenty (120) hours of training during their first year of employment. At a minimum, this training shall cover the following areas: **5-ACI-1D-12, 5-ACI-1D-19, 5-ACI-1D-20 & 5-ACI-1D-21**
 - a. security and safety procedures;
 - b. emergency and fire procedures;
 - c. supervision of residents;
 - d. suicide intervention/prevention;
 - e. use of force as set out in Department Policy 14.24 (AF & ACC) 9.24 (JF) Firearms;
 - f. resident rights;
 - g. key control;
 - h. interpersonal relations;
 - i. communication skills;
 - j. standards of conduct;
 - k. cultural awareness;
 - l. sexual abuse/assault intervention;
 - m. code of ethics;
 - n. first aid/CPR;
 - o. approved methods of self-defense;
 - p. firearms training as set out in Department Policy 14.24 (AF & ACC) 9.24 (JF), Firearms; and
 - q. use of chemical agents as set out in Department Policy 14.17.5 (AF) and 9.18.5 (JF), Chemical Agent Use.

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Note: Additional topics may be added at the discretion of the agency or facility.

6. All Correctional Officers and correctional supervisors shall receive at least forty (40) hours of annual training. This training shall include, at a minimum, the following areas:
5-ACI-1D-13

- a. standards of conduct/ethics;
- b. security/safety/fire/medical/emergency procedures;
- c. supervision of residents including training on sexual abuse and assault; and
- d. use of force.

Note: Additional topics shall be included based upon a needs assessment of both staff and institution requirements.

7. All Correctional Officers and correctional supervisors shall also comply with all statutory entry level and in-service training requirements established by the Maine Criminal Justice Academy.

8. Support staff – All support employees (e.g., food service employees, industries staff and other support personnel (unless certified Corrections Officers) who have regular or daily contact with residents shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter. **5-ACI-1D-15**

9. Specialist employees – All professional and specialist employees (e.g., case managers, chaplains, teachers, medical personnel and other specialists) who have regular or daily contact with residents shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter. **5-ACI-1D-14**

10. Clerical/Support Staff – All clerical/support employees who have minimal contact with residents shall receive sixteen (16) hours of training in addition to orientation their first year of employment and sixteen (16) hours of training each year thereafter. **5-ACI-1D-16**

11. All facility personnel shall be trained in the implementation of written emergency plans.
5-ACI-3B-10

12. All facility personnel who work with residents shall receive sufficient training so that they are thoroughly familiar with the rules of resident conduct, the rationale for the rules, and the sanctions available. **5-ACI-3C-04**

Procedure C: Orientation, Entry Level and In-Service Training – Adult Minimum/Community Facilities

1. All new full-time facility employees shall receive forty (40) hours of orientation training before undertaking their assignments. At a minimum, the orientation training shall include the following subject matter: **4-ACRS-7B-14**

- a. a historical perspective of the facility;
- b. facility goals and objectives;

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- c. program rules and regulations;
 - d. job responsibilities;
 - e. personnel policies;
 - f. resident supervision;
 - g. report preparation; and
 - h. sexual misconduct (in accordance with PREA and Maine statutes).
2. The employee shall sign and date a statement indicating that they have received all required classes.
 3. All part-time facility staff and contract employees shall receive formal orientation appropriate to their assignments and additional training as needed. Orientation training shall include, at a minimum, the following subject matter: **4-ACRS-7B-18**
 - a. institutional rules, security, and operational procedures; and
 - b. sexual misconduct (in accordance with PREA and Maine statutes).
 4. All facility volunteers shall receive formal orientation prior to undertaking their responsibilities. This orientation shall include, at a minimum:
 - a. volunteer rules and regulations; and
 - b. sexual misconduct (in accordance with PREA and Maine statutes).
 5. Administrative staff – All administrative and managerial staff (e.g., Chief Administrative Officers and department heads) shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter, in areas relevant to their position. **4-ACRS-7B-15**
 6. Correctional Officers – All new correctional officers shall receive one-hundred twenty (120) hours of training during their first year of employment. At a minimum, this training shall cover the following areas: **4-ACRS-7B-17 & 4-ACRS-7B-17-1**
 - a. security and safety procedures;
 - b. emergency and fire procedures;
 - c. supervision of residents;
 - d. suicide intervention/prevention;
 - e. use of force;
 - f. resident rights;
 - g. key control;
 - h. interpersonal relations;
 - i. communication skills;
 - j. standards of conduct;
 - k. cultural awareness;
 - l. sexual abuse/assault intervention;

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- m. code of ethics; and
- n. first aid/CPR.

Note: Additional topics may be added at the discretion of the agency or facility.

7. All Correctional Officers and correctional supervisors shall receive at least forty (40) hours of annual training. This training shall include, at a minimum, the following areas:
 - a. standards of conduct/ethics;
 - b. security/safety/fire/medical/emergency procedures;
 - c. supervision of residents including training on sexual abuse and assault; and
 - d. use of force.

Note: Additional topics shall be included based upon a needs assessment of both staff and institution requirements.

8. All Correctional Officers and correctional supervisors shall also comply with all statutory entry level and in-service training requirements established by the Maine Criminal Justice Academy.
9. Support staff – All support employees including (e.g., food service employees, industries staff and other support personnel (unless certified Corrections Officers) who have regular or daily contact with residents shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter.
10. Specialist employees – All professional and specialist employees (e.g., case managers, chaplains, teachers, medical personnel and other specialists) who have regular or daily contact with residents shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter.
11. Clerical/Support Staff – All clerical/support employees shall receive sixteen (16) hours of training in addition to orientation their first year of employment and sixteen (16) hours of training each year thereafter. **4-ACRS-7B-16**
12. All facility personnel shall be trained in the implementation of written emergency plans.
13. All facility personnel who work with residents shall receive sufficient training so that they are thoroughly familiar with the rules of resident conduct, the rationale for the rules, and the sanctions available.

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Procedure D: Orientation, Entry Level and In-Service Training – Juvenile Facilities

1. All new full-time facility and contract employees shall receive forty (40) hours of orientation training before undertaking their assignments. At a minimum, the orientation training shall include the following subject matter:
 - a. purpose, goals, policies and procedures of the facility and parent agency;
 - b. working conditions and regulations;
 - c. employees' rights and responsibilities;
 - d. overview of the correctional field; and
 - e. sexual misconduct (in accordance with PREA and Maine statutes).
2. All part-time facility staff and contract employees shall receive formal orientation appropriate to their assignments and additional training as needed. Orientation training shall include, at a minimum, the following subject matter: **4-JCF-6E-13**
 - a. institutional rules, security, and operational procedures; and
 - b. sexual misconduct (in accordance with PREA and Maine statutes).
3. All facility volunteers shall receive formal orientation prior to undertaking their responsibilities. This orientation shall include, at a minimum: **4-JCF-6E-13**
 - a. volunteer rules and regulations;
 - b. sexual misconduct (in accordance with PREA and Maine statutes).
4. Administrative staff – All administrative and managerial staff (e.g., Chief Administrative Officers and department heads), shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter. The training shall be appropriate to their assigned duties and responsibilities. **4-JCF-6E-07**
5. All Juvenile Program Workers and Juvenile Program Specialists shall receive one-hundred twenty (120) hours of training during their first year of employment as a JPW or JPS, whichever is applicable, and an additional forty (40) hours of training each subsequent year of employment. At a minimum, the initial training and annual training shall cover the following areas: **4-JCF-6E-09 & 4-JCF-6E-10**
 - a. signs of child abuse
 - b. security procedures;
 - c. supervision of residents;
 - d. signs of suicide risks;
 - e. suicide prevention, precautions, and interventions;
 - f. situational use of force, defensive tactics, and restraint techniques;
 - g. report writing;
 - h. resident rules and regulations;
 - i. resident rights and responsibilities;

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- j. fire and emergency procedures;
 - k. safety procedures;
 - l. key control;
 - m. interpersonal relations;
 - n. social/cultural lifestyles of the resident population;
 - o. communication skills;
 - p. first aid/CPR;
 - q. counseling techniques;
 - r. crisis intervention;
 - s. legal issues;
 - t. sexual harassment;
 - u. sexual misconduct in accordance with PREA and Maine statutes;
 - v. code of conduct;
 - w. search and seizure; and
 - x. evidence chain of custody.
6. The initial training shall be comprehensive while the annual training shall serve as a refresher and as notification of any changes in policy or practices.
7. All juvenile care workers and supervisors shall also comply with all statutory entry level and in-service training requirements established by the Maine Criminal Justice Academy.
8. Specialist employees – All professional specialist employees (e.g., case managers, counselors, social workers, teachers, psychologists, librarians, medical personnel, chaplains, recreation specialists) who have resident contact shall, as applicable, receive credit for their prior training and shall receive one hundred-twenty (120) hours of training during their first year of employment and an additional forty (40) hours of training each subsequent year of employment. The initial training shall cover, at a minimum, the following areas: **4-JCF-6E-08 & 4-JCF-6E-09**
- a. security procedures;
 - b. supervision of residents;
 - c. situational use of force;
 - d. report writing;
 - e. resident rules and regulations;
 - f. rights and responsibilities of residents;
 - g. fire and emergency procedures;
 - h. key control;
 - i. interpersonal relations;
 - j. communication skills;

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- k. first aid/CPR;
 - l. sexual harassment;
 - m. search and seizure;
 - n. rules of evidence;
 - o. social/cultural lifestyles of the juvenile population; and
 - p. sexual misconduct in accordance with PREA and ME statutes.
9. Support staff – All support employees, including food service employees and other support personnel, who have regular or daily contact with residents shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter. This training shall include specialized training in their field as it relates to the institutional setting. At minimum: **4-JCF-6E-11**
- a. standards of conduct/ethics;
 - b. security/safety/fire/medical/emergency procedures;
 - c. supervision of residents, including training on sexual abuse and assault; prevention;
 - d. situational use of force; and
 - e. sexual misconduct in accordance with PREA and Maine Statutes.
10. Clerical/Support Staff – All clerical/support employees who have minimal contact with residents shall receive sixteen (16) hours of training in addition to orientation their first year of employment and sixteen (16) hours of training each year thereafter. At minimum: **4-JCF-6E-12**
- a. standards of conduct/ethics;
 - b. security/safety/fire/medical/emergency procedures;
 - c. supervision of residents, including training on sexual abuse and assault prevention;
 - d. situational use of force; and
 - e. sexual misconduct in accordance with PREA and Maine Statutes.
11. All facility personnel who work with residents shall receive sufficient training so that they are thoroughly familiar with the rules of resident conduct, the rationale for the rules, and the sanctions available. **4-JCF-3B-04**
12. All facilities and contract personnel shall be trained in sexual misconduct in accordance with PREA and Maine statutes

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VIII. PROFESSIONAL STANDARDS

ACA

- 5-ACI-1D-10** Written policy, procedure and practice provide that all new full-time employees must complete a formalized 40-hour orientation program before undertaking their assignments. At a minimum, the orientation program should include the following:
- The purpose, goals, policies, and procedures for the facility and parent agency
 - Security and contraband regulations
 - Key control
 - Appropriate conduct with offenders
 - Rights and responsibilities of employees
 - Universal precautions
 - Occupational exposure
 - Personal protective equipment
 - Biohazardous waste disposal
 - An overview of the correctional field
 - The emergency plan
 - Aspects of sexual abuse and harassment
 - Procedures for the suicide prevention plan
 - Recognizing signs and symptoms of mental illness
 - Sustainable and environmentally responsible practices
- 5-ACI-1D-11** Written policy, procedure, and practice provide that all administrative and managerial staff receive 40 hours of training in addition to orientation training during their first year of employment and 40 hours of training each year thereafter, in areas relevant to their position.
- 5-ACI-1D-12** Written policy, procedure, and practice provide that all new correctional officers receive 120 hours of training during their first year of employment. At a minimum, this training covers the following areas:
- security and safety procedures
 - emergency and fire procedures
 - supervision of offenders
 - suicide intervention/prevention
 - use of force
 - offender rights
 - key control
 - interpersonal relations
 - communication skills
 - standards of conduct
 - cultural awareness
 - sexual abuse/assault intervention
 - code of ethics
- Additional topics may be added at the discretion of the agency or facility.
- 5-ACI-1D-13** Written policy, procedure, and practice provide that all correctional officers receive at least 40 hours of annual training. This training shall include at a minimum the following areas:
- standards of conduct/ethics
 - security/safety/fire/medical/emergency procedures
 - supervision of offenders including training on sexual abuse and assault
 - use of force
- Additional topics shall be included based upon a needs assessment of both staff and institution requirements.
- 5-ACI-1D-14** Written policy, procedure, and practice provide that all professional specialist employees who have inmate contact receive 40 hours of training in addition to orientation training during their first year of employment and 40 hours of training each year thereafter.
- 5-ACI-1D-15** Written policy, procedure, and practice provide that all support employees who have

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regular or daily contact with inmates receive 40 hours of training in addition to orientation training during their first year of employment and 40 hours of training each year thereafter.

- 5-ACI-1D-16** Written policy, procedure, and practice provide that all clerical/support employees who have minimal contact with inmates receive 16 hours of training in addition to orientation training during their first year of employment and 16 hours of training each year thereafter.
- 5-ACI-1D-17** All part-time staff and contract personnel receive formal orientation appropriate to their assignments and additional training as needed.
- 5-ACI-1D-18** Written policy, procedure and practice provide that correctional officers assigned to an emergency unit have a least one year of corrections and 40 hours of specialized training before undertaking their assignments. Prior military or civilian corrections or Law enforcement experience can substitute for the one year of experience. Other staff must have at least one year of experience in their specialty within a correctional setting. The specialized training may be part of their first year training program. Officers and staff assigned to emergency units receive 40 hours of training annually, at least 16 of which are specifically related to emergency unit assignments and which cover emergency plan response. These staff shall be required to participate in annual training that test emergency plan systems for natural and man-made disasters.
- 5-ACI-1D-19** All security and custody personnel are trained in approved methods of self-defense and the use of force as a last resort to control inmates.
- 5-ACI-1D-20** (MANDATORY) Written policy, procedure, and practice provide that all personnel authorized to use firearms receive appropriate training before being assigned to a post involving the possible use of such weapons. Firearms training covers the use, safety, and care of firearms and the constraints on their use. All personnel authorized to use firearms must demonstrate competency in their use at least annually. The word annually refers specifically to a twelve-month period rather than a calendar year.
- 5-ACI-1D-21** (MANDATORY) All personnel authorized to use chemical agents receive thorough training in their use and in the treatment of individuals exposed to a chemical agent.
- 5-ACI-3B-10** (MANDATORY) All institution personnel are trained in the implementation of written emergency plans.
- 5-ACI-3C-04** All personnel who work with inmates receive sufficient training so that they are thoroughly familiar with the rules of inmate conduct, the rationale for the rules, and the sanctions available.
- 4-ACRS-7B-14** All new full-time employees receive 40 hours of orientation training before undertaking their assignments. Orientation training includes, at a minimum, the following:
- A historical perspective of the facility.
 - Facility goals and objectives.
 - Program rules and regulations.
 - Job responsibilities.
 - Personnel policies.
 - Offender supervision.
 - Report preparation.
 - The emergency plan.
- The employee signs and dates a statement indicating that orientation has been received.
- 4-ACRS-7B-15** All administrative, managerial, and professional staff receive 40 hours of training in addition to orientation training during their first year of employment and 40 hours of training each year thereafter, in areas relevant to their position.
- 4-ACRS-7B-16** All clerical/support employees receive sixteen hours of training, in addition to their orientation training, during the first year of employment and sixteen hours of training each year thereafter.

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- 4-ACRS-7B-17** Written policy, procedure and practice provided that all new offender care workers receive 120 hours of training during their first year of employment. At a minimum, this training covers the following areas:
- security and safety procedures
 - emergency and fire procedures
 - supervision of offenders
 - suicide intervention/prevention
 - use of force
 - offender rights
 - key control
 - interpersonal relations
 - communication skills
 - standards of conduct
 - cultural awareness
 - sexual abuse/assault intervention
 - code of ethics
- Additional topics may be added at the discretion of the agency or facility
- 4-ACRS-7B-17-1** Written policy, procedure, and practice provide that all offender care workers receive at least 40 hours of annual training. This training shall include at a minimum the following areas:
- standards of conduct/ethics
 - security/safety/fire/medical/emergency procedures
 - supervision of offenders including training on sexual abuse and assault
 - use of force
- Additional topics shall be included based upon a needs assessment of both staff and facility requirements.
- 4-ACRS-7B-18** All part-time staff, volunteers, and contract personnel receive formal orientation appropriate to their assignments and additional training, as needed.
- 4-JCF-3B-04** All personnel who work with juveniles receive sufficient training so that they are familiar with the rules of juvenile conduct, the rationale for the rules, and the sanctions available. Staff and juveniles are aware of the guidelines for informal resolution of minor misbehavior and reward by privilege for minor accomplishments.
- 4-JCF-6E-07** All administrative and managerial staff receive 40 hours of training in addition to orientation training during their first year of employment and 40 hours of training each year thereafter. The training is appropriate to their assigned duties and responsibilities.
- 4-JCF-6E-08** All new juvenile careworkers receive 120 hours of training during their first year of employment and an additional 40 hours of training each subsequent year of employment. New employees receive credit for their prior training. At a minimum, the training covers the following areas:
1. Security procedures
 2. Supervision of juveniles
 3. Suicide intervention/prevention
 4. Use of force
 5. Juvenile rules and regulations
 6. Safety procedures
 7. Key control
 8. Interpersonal relations
 9. Communication skills
 10. Cultural awareness
 11. Sexual abuse/assault
 12. Code of ethics
- Additional topics may be added at the discretion of the agency or facility.
- 4-JCF-6E-09** All new professional specialists receive 120 hours of training during their first year of employment. New employees receive credit for their prior training. At a minimum, the initial training covers the following areas:
1. Security procedures

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2. Supervision of juveniles
3. Use of force regulations and tactics
4. Report writing
5. Juvenile rules and regulations
6. Rights and responsibilities of juveniles
7. Fire and emergency procedures
8. Key control
9. Interpersonal relations
10. Communication skills
11. First aid
12. Sexual harassment
13. Search and seizure
14. Rules of evidence
15. Social/cultural lifestyles of the juvenile population
16. Sexual abuse/assault

- 4-JCF-6E-10** All juvenile careworkers receive at least 40 hours of annual training. This training shall include at a minimum the following areas:
1. Standards of conduct/ethics
 2. Security/safety/fire/medical/emergency procedures
 3. Supervision of offenders including training on sexual abuse and assault prevention
 4. Use of force
- Additional topics shall be included based upon a needs assessment of both staff and institution requirements.
- 4-JCF-6E-11** All support employees who have regular or daily contact with juveniles receive 40 hours of training in addition to orientation training during their first year of employment and 40 hours of training each year thereafter.
- 4-JCF-6E-12** All clerical/support employees who have minimal or no contact with juveniles receive 16 hours of training during the first year of employment and 16 hours of training each year thereafter.
- 4-JCF-6E-13** All part time staff, volunteers, and contract personnel receive formal orientation appropriate to their assignments and additional training as needed.

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