


POLICY TITLE: GENERAL AND JOB-SPECIFIC TRAINING		PAGE <u>1</u> OF <u>13</u>
POLICY NUMBER: 4.3		
CHAPTER 4: TRAINING AND STAFF DEVELOPMENT		
	STATE of MAINE DEPARTMENT OF CORRECTIONS	PROFESSIONAL STANDARDS: See Section VII
	Approved by: <u><i>Martin Magnusson</i></u> Signature of Commissioner	
EFFECTIVE DATE: June 27, 2005	LATEST REVISION: October 18, 2010	CHECK ONLY IF APA []

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 and State statutes and regulations.

IV. 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

V. ATTACHMENTS

None

VI. 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 facility employees shall receive workplace harassment training.
3. All facility employees shall receive training regarding sexual misconduct (in accordance with the Prison Rape Elimination Act (PREA) and Maine statutes).
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 Critical Incident Support Team, Correctional Emergency Response Tactical Team, Situation Control 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.

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:
 - a. the purpose, goals, policies and procedures of the facility and parent agency;
 - b. working conditions and regulations;
 - c. security and contraband regulations;
 - d. key control;
 - e. appropriate conduct with offenders;
 - f. employees' rights and responsibilities;
 - g. universal precautions, occupational exposure, personal protective
 - h. equipment and biohazardous waste disposal;
 - i. an overview of the correctional field; and,
 - j. 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:
 - a. institutional rules, security, and operational procedures.
 - b. sexual misconduct (in accordance with PREA and Maine statutes)

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 2 of 13 10/18/10R

3. All facility volunteers shall receive formal orientation prior to undertaking their responsibilities. This orientation shall include, at a minimum,
 - 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, in areas relevant to their position.

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:
 - a. security and safety procedures
 - b. emergency and fire procedures
 - c. supervision of prisoners
 - d. suicide intervention/prevention
 - e. use of force
 - f. prisoner 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 determined by facility)
 - q. use of chemical agents (as determined by facility)

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

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

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 3 of 13 10/18/10R

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 prisoners 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.
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 prisoners 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.
10. Clerical/Support Staff - All clerical/support employees who have minimal contact with prisoners 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.
11. All facility personnel shall be trained in the implementation of written emergency plans.
12. All facility personnel who work with prisoners shall receive sufficient training so that they are thoroughly familiar with the rules of prisoner conduct, the rationale for the rules, and the sanctions available.

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:
 - a. a historical perspective of the facility
 - b. facility goals and objectives
 - c. program rules and regulations
 - d. job responsibilities
 - e. personnel policies
 - f. offender supervision
 - g. report preparation
 - h. sexual misconduct (in accordance with PREA and Maine statutes)

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 4 of 13 10/18/10R

2. The employee shall sign and date a statement indicating that he or she has received orientation.
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:
 - a. institutional rules, security, and operational procedures
 - 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.
 - 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.
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:
 - a. security and safety procedures
 - b. emergency and fire procedures
 - c. supervision of prisoners
 - d. suicide intervention/prevention
 - e. use of force
 - f. prisoner 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

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:

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 5 of 13 10/18/10R

- a. standards of conduct/ethics
- b. security/safety/fire/medical/emergency procedures
- c. supervision of offenders including training on sexual abuse and assault
- 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 prisoners 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.
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 prisoners 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.
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.
12. All facility personnel shall be trained in the implementation of written emergency plans.
13. All facility personnel who work with prisoners shall receive sufficient training so that they are thoroughly familiar with the rules of prisoner conduct, the rationale for the rules, and the sanctions available.

Procedure D: Orientation, Entry Level and In-Service Training – Juvenile 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:
 - a. purpose, goals, policies and procedures of the facility and parent agency
 - b. working conditions and regulations
 - c. employees' rights and responsibilities

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 6 of 13 10/18/10R

- d. overview of the correctional field
 - 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:
 - a. institutional rules, security, and operational procedures.
 - 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,
 - 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.
 5. As applicable, new employees shall receive credit for their prior training. All new juvenile careworkers 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. At a minimum, the initial training shall cover the following areas:
 - a. security procedures
 - b. supervision of residents
 - c. suicide intervention/prevention
 - d. use of force regulations and tactics
 - e. resident rules and regulations
 - f. safety procedures
 - g. key control
 - h. interpersonal relations
 - i. communication skills
 - j. cultural awareness
 - k. sexual abuse/assault
 - l. code of ethics
 - m. resident rights
 - n. standards of conduct
 - o. first aid/CPR
 - p. emergency and fire procedures
 - q. search and seizure
 - r. rules of evidence

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 7 of 13 10/18/10R

- s. social/cultural lifestyles of the juvenile population

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

6. All juvenile careworkers and supervisors shall receive at least forty (40) hours of annual training. At a minimum, this training shall include 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 prevention
 - d. use of force

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

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:
 - a. security procedures
 - b. supervision of residents
 - c. 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
 - k. first aid/CPR
 - l. sexual harassment
 - m. search and seizure
 - n. rules of evidence
 - o. social/cultural lifestyles of the juvenile population
 - p. sexual abuse/assault

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 8 of 13 10/18/10R

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.
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.
11. All facility personnel shall be trained in the implementation of written emergency plans.
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.

VII. PROFESSIONAL STANDARDS

ACA:

- ACI 4-4082** 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 instruction in the following: the purpose, goals, policies, and procedures for the facility and parent agency; security and contraband regulations; key control; appropriate conduct with offenders; responsibilities and rights of employees; universal precautions; occupational exposure; personal protective equipment; biohazardous waste disposal; and an overview of the correctional field.
- ACI 4-4083** Written policy, procedure, and practice provide that all administrative and managerial staff receive forty hours of training in addition to orientation training during their first year of employment and forty hours of training each year thereafter, in areas relevant to their position.
- ACI 4-4084** 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

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 9 of 13 10/18/10R

- cultural awareness
- sexual abuse/assault intervention
- code of ethics

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

ACI 4-4084-1 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.

ACI 4-4085 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.

ACI 4-4086 Written policy, procedure, and practice provide that all support employees who have 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.

ACI 4-4087 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.

ACI 4-4088 All part-time staff and contract personnel receive formal orientation appropriate to their assignments and additional training as needed.

ACI 4-4089 Written policy, procedure, and practice provide that correctional officers assigned to an emergency unit have at least one year of corrections and 40 hours of specialized training before undertaking their assignments. 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 the emergency unit assignment.

ACI 4-4090 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.

ACI 4-4091 (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.

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 10 of 13 10/18/10R

- ACI 4-4092** (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.
- ACI 4-4119** Written policy, procedure, and practice provide that each volunteer completes an appropriate, documented orientation and/or training program prior to assignment.
- ACI 4-4220** (MANDATORY) All institution personnel are trained in the implementation of written emergency plans. Work stoppage plans are communicated only to appropriate supervisory or other personnel directly involved in the implementation of those plans.
- ACI 4-4229** 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 forty 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, and report preparation. The employee signs and dates a statement indicating that he or she has received orientation.
- 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.
- 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:

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 11 of 13 10/18/10R

- 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
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

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 12 of 13 10/18/10R

- 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.

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
4.3 General and Job-Specific Training	4. Training and Staff Development	Page 13 of 13 10/18/10R