



Operating Procedure

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Amended	7/1/18, 8/1/18	Operating Level	Department
Supersedes	Operating Procedure 350.2 (5/1/15)		
Authority	COV §9.1-102; §19.2-81.2; §53.1-10; §53.1-29 DCJS 6VAC20-30, 6VAC20-70, 6VAC20-100		

Subject

TRAINING AND DEVELOPMENT

ACA/PREA Standards
 4-4048; 4-4070, 4-4081, 4-4083, 4-4084, 4-4084-1, 4-4085, 4-4086, 4-4087, 4-4088, 4-4091, 4-4373; 4-ACRS-7B-15, 4-ACRS-7B-16, 4-ACRS-7B-17, 4-ACRS-7B-17-1, 4-ACRS-7B-18, 4-ACRS-7D-08; 4-ACRS-7F-09; 4-APPFS-3A-14, 4-APPFS-3A-15, 4-APPFS-3A-16, 4-APPFS-3A-17, 4-APPFS-3A-18, 4-APPFS-3C-03; 4-APPFS-3E-06; 2-CO-1C-01, 2-CO-1D-02, 2-CO-1D-06, 2-CO-1D-07, 2-CO-1D-08; 1-CTA-1C-03-1, 1-CTA-3A-20, 1-CTA-3A-21, 1-CTA-3A-23, 1-CTA-3A-24; §115.15, §115.31, §115.32, §115.34, §115.35, §115.215, §115.231, §115.232, §115.234, §115.235

Incarcerated Offender Access
 Yes No

Public Access Yes No
Attachments Yes #5 No

Office of Primary Responsibility
 Training Director, Academy for Staff Development

I. PURPOSE

This operating procedure ensures that all persons working in Department of Corrections units receive high quality, work-related training including basic skills, in-service, and staff development.

II. COMPLIANCE

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures shall comply with applicable State and Federal laws and regulations, Board of Corrections policies and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

III. DEFINITIONS

Academy - Any DCJS certified training school operated by the DOC; includes the Academy for Staff Development (ASD), Academy for Staff Development - West (ASD-W), and satellite academies (including institutional training schools)

Basic Corrections Officer Training (BCO) - Training conducted at institutional training schools, the ASD and the ASD-W to meet mandated and required training for newly hired Corrections Officers

Certified Corrections Officer - A Corrections Officer who has successfully completed all phases of BCO training, and whose *Basic Training Certification Sheet for Officers 350_F37* has been signed by the Unit Head of the employing facility and forwarded to the ASD

DCJS Form 21 “Initial Appointment” - A mandatory DCJS form submitted to the Academy for all new hires for security positions (see Attachment 1 for sample)

DCJS Form 31 “Employment Update” - A mandatory DCJS form submitted to the Academy for all promotions, demotions, transfers, or terminations for security positions (see Attachment 2 for sample)

DCJS Form 41 “Completion of Training” - A form prepared by the ASD and submitted to DCJS to document completion of mandatory training requirements; not prepared or submitted by satellite academies

Department of Criminal Justice Services (DCJS) - The agency with statutory authority to establish compulsory minimum entry-level, in-service, and advanced training standards for Corrections Officers, and time limits for completion of such training; qualifications for certification of criminal justice instructors, and standards for criminal justice training centers

Employee Development - A structured process designed to expand, enhance, and strengthen an employee's knowledge, skills, and abilities within and beyond the scope of the employee's specific work function

Employee Orientation - A program of introduction for employees, volunteers, and contract personnel new

to the Department of Corrections or a Department of Corrections operating unit; orientation is in addition to and generally precedes any Basic Skills training related to the employee's specific position

Field Training - A training program or activity sponsored and presented by a unit or agency within the DOC other than the Academy for Staff Development or a satellite academy

Field Training Officer (FTO) - A Certified Corrections Officer specially selected and trained to act as a mentor, coach, and evaluator of Un-Certified Corrections Officers during the Phase IV training period

Mandated Training - A training program mandated by state or federal law or regulations relative to the employee's competency or certification to perform specific work functions

Non-Custodial Staff, Non-Security Staff - DOC staff employed in positions that do not require DCJS Corrections Officer Certification

Non-DOC Training - A training program, seminar, conference, workshop, or academic coursework sponsored and presented by a public or private sector organization, college, or university

Organizational Unit Head - The person occupying the highest position in a DOC unit, such as a correctional facility, regional office, probation and parole office, Virginia Correctional Enterprises (VCE), Academy for Staff Development, Corrections Construction Unit, Agribusiness Unit, and individual headquarters unit (i.e. Human Resources, Offender Management, Internal Audit)

Required Training - A training program required to meet established Department of Corrections policies and procedures or Department of Criminal Justice Services standards relative to the employee's knowledge of and ability to perform work functions.

Satellite Academy - A training facility (normally at or in the vicinity of a major institution and referred to as an institutional training school), which operates under the authority of the Academy for Staff Development.

Satisfactory Completion - Full participation in a training program and demonstrated proficiency/skill competency related to the program's learning objectives.

Security Staff - Corrections Officers as specified in Code of Virginia §53.1-1 who are "sworn" and whose mandatory training requirements are determined by DCJS

Training - A series of structured learning experiences, excluding academic or technical school course work, designed to help employees acquire or enhance their knowledge, skills, and ability to understand and effectively perform their specific work duties.

Training Credit - The number of hours the employee is awarded by the DOC for verified participation in, and satisfactory completion of a training program or approved employee development program (including approved non-DOC training); DOC training credit may pertain to DCJS, ACA, or DOC training requirements. Training credit to meet specific training requirements will be designated at the time of award. Only training that is entered into the Virginia Learning Center (VLC) will be tracked for reporting purposes and recorded on the person's training transcript.

Training Extension - Additional time allowed for an employee to complete mandated entry level, in-service, or other specialized training; extensions for DCJS mandated training must be requested and approved in accordance with DCJS procedures.

Training Exemption - An employee who is not required to complete all or a portion of mandated training due to prior training, employment experience, demonstrated expertise of the training content, or the employee will not be performing a specific job function, i.e. handling a firearm in the performance of their duties; exemptions from DCJS compulsory (mandated) minimum training standards for entry level and in-service training must be requested and approved in accordance with DCJS procedures.

Training Record - The employee's official DOC training and development history that shall be maintained by the ASD Registrar

Training Requirements - Information showing training programs identified as meeting or as applicable to specific training standards

Un-Certified Corrections Officer - A Corrections Officer who has not yet completed all phases of Basic Corrections Officer (BCO) training or whose DCJS Form 35 has not yet been signed by the Facility Unit

Head and forwarded to the ASD

Virginia Learning Center (VLC) - A web-based technology that manages the administration of employee training including providing: training information, program schedules, electronic program registration/enrollment confirmation, training documentation, employee transcript management, supervisory oversight, and electronic course delivery

IV. PROCEDURE

A. Training Responsibilities

1. The Academy for Staff Development shall:

- a. Ensure employee training and development activities are consistent with the current and projected needs of the DOC and that training resources are most effectively used to promote the mission, goals, and objectives of the DOC.
- b. Ensure that all DOC managers and employees are advised of established training requirements; that provisions are made to meet training requirements including staff development and in-service training; and that employees are advised of the programs available to meet these requirements (4-4048; 1-CTA-1C-01)
- c. Coordinate appropriate needs assessments and training design and development activities to ensure high quality, job-related training programs to address established learning objectives.
- d. Administer the process to properly document training program content and employee training participation.
- e. Provide official training documentation to Department of Criminal Justice Services (DCJS) including training schedules, mandated training curricula, required employee status information, and other program changes.
- f. Ensure that the Academy for Staff Development, the Academy for Staff Development - West, and all academy satellite training facilities meet DCJS academy certification standards.
- g. Represent the DOC and provide input into the formulation of all training rules promulgated by DCJS, ACA, and other state/federal agencies.

2. Satellite Academies shall:

- a. Maintain a training record file for each employee of the facility where the Satellite Academy is located. A region may require satellite academies within the region to maintain a duplicate training file for each employee of the Field Units and Community Corrections Facilities for which the satellite academy is the primary training provider.
- b. Maintain class folders, agendas, tests, and other documentation identified by the ASD or mandated by DCJS/ACA.
- c. Maintain a master copy of all trainer and participant lesson plans used.
- d. All DOC Field training should be properly and completely documented and submitted to the ASD Registrar's Office within 30 days after completion of the program to receive the appropriate training credit.
- e. The organizational unit head is designated by the Training Director to approve training credit for non-DOC courses of twenty hours or less under the conditions listed below. (see *Training Credit Section* of Operating Procedure 350.1, *Training Administration*)
 - i. Total training credit approved for an employee by the unit head may not exceed twenty hours per calendar year.
 - ii. The unit head may not approve training credit for any portion of mandated training, or for any portion of specific programs required by DOC.
 - iii. The organizational unit head shall complete the [Training Credit Approval](#) 350_F1 with attachments and submit to the ASD Training Director within 30 days of the training.

3. Field Units and Community Corrections facilities shall:

- a. Maintain a training record file for each employee of the facility.
 - b. Forward copies of any training documentation received directly from the ASD, other satellite academies, or special training sessions to the satellite academy that is the primary training provider, if the Region requires satellite academies to maintain duplicate training files for Field Unit and Community Corrections facility employees.
4. Organizational Unit Responsibilities
- a. The organizational unit head has primary responsibility to identify and satisfy organizational training needs and to ensure that employees satisfy training mandates and requirements.
 - b. For security employees covered by DCJS, the HRO or designee will generate and submit an *Initial Appointment DCJS Form 21* (see Attachment 1 for sample) or *Employment Update DCJS Form 31* (see Attachment 2 for sample), as appropriate, to the ASD within 10 days of a personnel action. For transfers, the *Form 31* will be generated and submitted by the HRO or designee of the facility from which the employee is transferring. (Note: Time frame specified by DCJS).
 - c. The unit head or designee shall ensure that new employees are registered into the Virginia Learning Center (VLC) within ten work days of starting employment so that the new employees can be registered for required training.
 - d. Supervisors and employees are jointly responsible for ensuring that employees complete training requirements established for their respective positions.
 - e. Supervisors shall ensure that employees are aware of and understand their training requirements and shall arrange work schedules to enable employees to attend the appropriate training. Supervisors are strongly encouraged to develop individual employee development plans using the Employee Work Profile (EWP) to record and document these plans.
 - f. Whenever possible, employee work schedules shall be managed to provide required training within the allotted number of work hours. The DOC unit will be responsible for costs to reimburse staff for their time when training is conducted during off-duty hours. (4-4081)
 - g. Non-exempt employees may voluntarily attend training on their rest days without incurring any compensation liability to the DOC if all the following conditions are met:
 - i. Attendance at training is outside the employee's regular work schedule. This includes rest days or work days accounted for by annual leave approved in advance.
 - ii. Attendance at training is elective or voluntary. This criteria specifically excludes any basic skills or in-service training directly related to the employee's current position and any training for which completion is a requirement of an employee to keep their employment with the DOC. Including training that only incidentally improves the employee's skill in doing their current job or that gives new skills that could be used in any number of jobs within the agency.
 - iii. Attendance time does not include the performance of any productive work.
5. DOC employees who coordinate or deliver training programs shall work in conjunction with the appropriate ASD training supervisor or designee to schedule programs for delivery and to ensure that all programs presented meet DOC procedures and guidelines for proper documentation, training credit approval, and program support.

B. Attendance, Behavior, and Remedial Testing

1. Daily class attendance shall be recorded, certified as accurate by the instructor, and maintained as required by document retention regulations.
 - a. Participants attending training are required to be present for all classes and may not be placed on duty or on call except in cases of emergency.
 - b. Absences from training must be documented on the roster and by completion of a [Missed/Made Up Training Incident Report](#) 350_F19. Participants will be responsible for any material missed during an absence.
2. Participants in all ASD training programs are expected to reflect a professional attitude by dressing

- appropriately for their respective programs. The following are considered appropriate for training:
- a. Professional or office casual dress appropriate for the season; Security personnel may wear DOC uniforms.
 - b. Basic Corrections Officer students will wear DOC uniforms in accordance with standards.
 - c. For activities such as physical training, defensive tactics, and range activities, other appropriate clothing may be worn in accordance with the program instructor.
 - d. Noncompliance with dress code will result in participants being dismissed from training.
 - e. Participants shall not wear clothing of style, color, or construction similar to offender clothing i.e., orange shirts.
 - f. The above ASD dress code requirement does not apply to “retreats” involving DOC employees. While on campus, participants must have visible identification provided by ASD indicating they are attending a “retreat.”
3. Academy rules and regulations will be distributed to participants through program orientation and the *Academy Participants Guide* (A copy of the Participant Guide may be obtained from the Housing Supervisor).
- a. DOC employees will be governed by Operating Procedure 135.1, *Standards of Conduct*. All outside participants employed by the Commonwealth of Virginia will be governed by DHRM Policy 1.60, *Standards of Conduct*.
 - b. All violations that may be criminal in nature shall be reported immediately to the Training Director, or designee. The Training Director, or designee, shall contact the Department of Corrections Special Investigations Unit or local law enforcement authorities.
 - c. Minor violations of ASD rules and regulations should be addressed by the observing ASD staff member. If the violation is not corrected, the observing Academy staff member shall notify the Trainer or Training Supervisor responsible for the activity the participant is attending.
 - d. All training participants staying in ASD housing will be provided a copy of *Housing Rules and Regulations* (Attachment 5) upon check-in.
 - e. Academy staff that observe or become aware of a major violation of ASD rules and regulations shall advise their supervisor immediately and complete an [ASD Incident Report](#) 350_F23.
4. The ASD shall be responsible for procedures on testing, retesting, evaluation of performance, and minimum acceptable performance standards and requirements for training conducted by the DOC. Pass/Fail criteria should be established for all written and skill performance tests. Participants are to be advised of the criteria.
- a. Failure to pass any portion of a program in three attempts will be documented on a [Missed/Made Up Training Incident Report](#) 350_F19 that will include recycle requirements.
 - b. Exceptions may be granted by the Training Director, or designee.
- C. Training General Requirements
1. All staff, including promoted or reassigned staff, shall receive the training necessary to ensure that they possess the requisite knowledge, skills, and abilities before assuming assigned duties. (4-APPFS-3A-14)
 2. Employees shall complete all training necessary to meet minimum requirements specified by law, regulation, executive order, policy, or procedure.
 3. Regular training is provided to staff on DOC procedures that specifically prohibit unlawful discrimination. (4-APPFS-3E-06)
 4. Training requirements for employees are listed below:
 - a. Department Training Matrix located on iDOC
 - b. Administration, Human Resources - Employees shall complete New Employee Orientation within ninety days of employment. They shall also complete no less than twenty hours of job related

training per calendar year

- c. Specialized employees not covered above (Investigators, Extradition Officers, Water Treatment Plant Operators, etc.) shall complete DOC training appropriate to their level of offender contact, training required by their licensing/certification agency, and other training as directed by their supervisor.
 - d. The Director may waive division specific training. Waivers shall be in writing, with copies sent to the Deputy Director of Administration and the ASD Training Director.
5. When an employee transfers to another facility, their facility training file will be forwarded to the appropriate satellite academy. Field Units and Community Corrections units will forward the employee's training file to the new facility. Records should be forwarded within 14 days of the transfer.

D. Reasonable Accommodation Requests (1-CTA-1C-03-1)

1. Requests for reasonable accommodation received from individuals relating to testing, evaluation, or other training issues should be referred to the unit's HRO, ITO/Training Coordinator (if appropriate), Unit Head, and the appropriate Training Supervisor at the Academy for Staff Development.
2. The Training Supervisor, ITO, or Training coordinator shall, in consultation with the Unit's HRO, and with the concurrence of the employee's unit head, determine the type and degree of accommodation that can be reasonably offered.

E. Training Extensions and Exemptions from Mandated Training Requirements

1. Request for extension of the established timeframes and exemptions from specific training requirements must be submitted before December 15th of each calendar year to the Training Director on a [DOC/ASD Training Extension Request](#) 350_F24
2. A training extension is an additional period of time, beyond the deadline established in procedure, for an employee to complete training.
 - a. In order to receive an extension, the employee must demonstrate a need that limits that person's ability to complete the training program within the established timeframe.
 - b. If approved, an extension will be in effect for a specific period of time; the employee must complete the training by the date the extension expires.
3. Types of Extensions:
 - a. DCJS Training Extension
 - i. DOC employees in correctional series positions are required to meet DCJS minimum training standards.
 - ii. These standards are established by the Criminal Justice Services Board (CJSB) and have specific timeframes for completion.
 - iii. The CJSB has promulgated specific criteria for the submission and approval of extension requests for compulsory entry level, in-service, and specialized training.
 - iv. The following are the circumstances provided in the rules for which extensions can be granted:
 - (a) Illness
 - (b) Injury
 - (c) Military Service
 - (d) Special duty assignment required and performed in the public interest
 - (e) Administrative leave involving the determination of worker's compensation or disability retirement issues, full-time educational leave or suspension pending investigation or adjudication of a crime
 - (f) Any other reason documented by the agency administrator. Such reason must be specified and any approval granted shall not exceed 90 days.
 - b. DOC Training Extension
 - i. All DOC employees have training requirements with established timeframes for completion.

- ii. These requirements are outlined in the *Department Training Matrix*.
 - iii. If an employee, due to extenuating circumstances, cannot complete mandated training by the set deadline, the employee may request an extension of that deadline following the appropriate approval path as shown in Attachment 3, *Training Extension Process*.
 - iv. Factors that would warrant consideration are the same as those listed above for granting of a DCJS training extension.
- c. The process for requesting a training extension for DOC employees is outlined in the flow chart *Training Extension Process* (see Attachment 3).
4. Types of Exemptions (Waivers)
- a. DCJS Exemption from Compulsory Minimum Training Standards
 - i. An exemption from all or part of the minimum training standards can be requested by an agency, for an employee in the correctional series, who has “prior experience and training” that is deemed to be sufficient to meet the applicable compulsory minimum training standards.
 - ii. All requests for DCJS exemption must be submitted by the Unit head to the Academy Training Director for review and processing.
 - (a) Requests must be submitted on the DCJS Form W-2, *Application for Exemption From Virginia Compulsory Minimum Training Standards*, within 30 days of employment.
 - (b) Copies of this form can be obtained from an Institutional Training Officer or the ASD.
 - (c) The request must include sufficient information about the employment background, training history, and current duties of the employee in question in order for the exemption application to be completed and forwarded to DCJS.
 - b. DOC Training Exemption (Waiver)
 - i. Mandatory Training Requirements for DOC employees can be waived under certain circumstances.
 - ii. All exemptions (waivers) must be approved by the Training Director.
 - iii. Factors that would warrant consideration to grant an exemption include:
 - (a) The employee has completed this training within the past three years, and can demonstrate knowledge of the content when tested.
 - (b) The employee has extensive work experience performing the same or similar job duties (employee may be required to demonstrate knowledge and/or skills in the content through testing).
 - (c) The employee will not be required, in the performance of his or her job, to perform all or a portion of the duties addressed in the training.
 - (d) The employee has completed specialized training as part of a professional license or certification (determined on a case-by-case basis).
 - c. The process to request an exemption from DCJS mandated training or non-DCJS, DOC required training is outlined in the flow chart *Training Exemption Process* (see Attachment 4).

F. Basic Skills Training

- 1. The sophistication level and amount of training should be based on employee’s need to know and their job assignment. Training for all employees shall, at a minimum, include the following: (2-CO-1D-02)
 - a. Fire and emergency procedures
 - b. Safety procedure
 - c. Interpersonal relations
 - d. Report writing
 - e. Communication skills
 - f. Sexual harassment
 - g. Current DOC initiatives
- 2. Non-Security Training Requirements

- a. Employees in the following positions 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:
 - i. Administrative and managerial staff (4-4083; 4-ACRS-7B-15; 4-APPFS-3A-15; 2-CO-1D-07)
 - ii. Probation/parole officers (4-APPFS-3A-17)
 - iii. Professional specialist employees who have offender contact (4-4085; 4-ACRS-7B-15)
 - iv. Support employees who have regular or daily contact with incarcerated offenders (4-4086; 2-CO-1D-06)
 - b. Clerical/support employees who have minimal contact with incarcerated offenders receive 16 hours of training, in addition to their orientation training, during the first year of employment and 16 hours of training each year thereafter. (4-4087; 4-ACRS-7B-16; 4-APPFS-3A-16; 2-CO-1D-08)
 - c. Part-time staff (less than 35 hours per week), volunteers, and contract personnel receive formal orientation appropriate to their assignments and additional training as needed. (4-4088; 4-ACRS-7B-18, 4-ACRS-7F-09; 4-APPFS-3A-18)
 - d. Consultants and contract personnel who work with offenders are trained and informed in writing about the unit's policies on confidentiality of information and agree in writing to abide by them. (4-4070; 4-ACRS-7D-08; 4-APPFS-3C-03)
 - e. Contractors and volunteers with the DOC who have contact (or could have contact) with offenders shall be trained on their responsibilities to prevent, detect, monitor and report allegations and incidents of sexual abuse and sexual harassment of offenders and probationers. (§115.32, §115.232)
 - i. The level and type of training provided to volunteers and contractors shall be based on the services they provide and level of contact they have with offenders, but all volunteers and contractors who have contact with offenders shall be notified of the agency's zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents.
 - ii. The facility shall maintain documentation confirming that volunteers and contractors understand the training they have received.
 - iii. See Operating Procedure 027.1, *Volunteer Program*, for guidance on volunteer training.
 - iv. See Operating Procedure 160.1, *Staff Orientation*, for guidance on contractor training.
3. Facility staff will be trained in suicide prevention and intervention through a program that is reviewed and approved by the health authority and reviewed by the facility program administrator. This plan shall include staff and offender critical incident debriefing that covers the management of suicidal incidents, suicide watch, and suicides. (4-4373)
- a. The facility suicide prevention and intervention program will include staff and offender critical incident debriefing that covers the management of suicidal incidents, suicide watch, and suicides. It ensures a review of suicidal incidents, suicide watch, and suicides by administration, security, and health services.
 - b. All staff with responsibility for offender supervision shall be trained on an annual basis in the implementation of the program. Training should include but not be limited to:
 - i. Identifying the warning signs and symptoms of impending suicidal behavior
 - ii. Understanding the demographic and cultural parameters of suicidal behavior, including incidence and variations in precipitating factors
 - iii. Responding to suicidal and depressed offenders
 - iv. Communication between correctional and health care personnel
 - v. Referral procedures
 - vi. Housing observation and suicide watch level procedures
 - vii. Follow-up monitoring of offenders who make a suicide attempts.
4. All entry-level employees shall attend the basic skills (introductory level) program for their particular job classification within the time frame established for that specific position. Employees are strongly encouraged to begin this training as soon as possible after starting employment.

5. Basic skills programs shall be approved by the Training Director in conjunction with the Deputy Director for Administration. Approval will be based on identified need and recommendations of the appropriate Chief of Corrections Operations, Deputy Director, or designee.
6. All basic skills programs should be performance-based, requiring satisfactory completion of all learning objectives as demonstrated by the participant's acceptable completion of performance tests related to the learning objectives.
7. Entry-level employee training will normally occur at the ASD. Some categories of staff will receive their entry level training at a satellite academy or the work unit as approved by the ASD. Field Units and Community Corrections facilities will utilize the satellite academy responsible for delivering training for the unit, or the nearest satellite academy that is offering the required training.
 - a. The responsible ITO shall be consulted to determine training availability and to schedule participants for training.
 - b. Training shall be scheduled to avoid overloading of some satellite training facilities and underutilization of others.
8. Security Staff
 - a. All new Corrections Officers (and any other offender care workers at Community Corrections Alternative Programs - CCAP) receive at least 120 hours of training (in addition to orientation) during their first year of employment. At a minimum this training covers the following areas: (4-4084; 4-ACRS-7B-17; 1-CTA-3A-21)
 - i. Security and safety procedures
 - ii. Emergency and fire procedures
 - iii. Supervision of offenders
 - iv. Suicide intervention/prevention
 - v. Use-of-force
 - vi. Offender rights
 - vii. Key control
 - viii. Interpersonal relations
 - ix. Communication skills
 - x. Standards of conduct
 - xi. Cultural awareness
 - xii. Sexual abuse/assault interventions
 - xiii. Code of ethics
 - xiv. Cross gender frisk searches and searches of transgender and intersex offenders in a professional and respectful manner and in the least intrusive manner possible consistent with security needs (§115.15[f], §115.215[f])
 - xv. Additional topics such as current initiatives may be added at the discretion of the agency or facility.
 - b. Basic Corrections Officer Training is provided in the following Phases (each Phase must be completed successfully before progressing to the next Phase):
 - i. Phase I - Orientation, conducted at the employing unit
 - ii. Phase II - Institutional Training, conducted at a satellite academy (institutional training school)
 - iii. Phase III - Academy Training, conducted at the ASD
 - iv. Phase IV - On the Job Training (OJT) with a Field Training Officer (FTO), conducted at the employing unit. A Corrections Officer is certified on successful completion of Phase IV
 - v. The *Basic Training Certification Sheet for Officers 350_F37* will be used to track and document a new Corrections Officer's completion of each phase of BCO training; must be completed for certification.
 - c. In addition to the orientation specified in Operating Procedure 160.1, *Staff Orientation*, all security staff shall satisfactorily complete all phases of Basic Corrections Officer (BCO) training within 12

months of their date of hire as required by DCJS regulations [6VAC20-100-30](#) and [6VAC20-100-40](#).

- d. Basic Corrections Officer Training (Phase III - Academy Training) must begin no more than 30 calendar days after the date of hire (Contingent on ASD scheduling for all facilities). New employee orientation is not considered a part of BCO training. Prior to certification, new Corrections Officers may be assigned restricted duties as follows:
 - i. Un-certified Corrections Officers assigned to (not observing) security posts while completing Phase IV training objectives must work under the direct and immediate supervision of an FTO at all times.
 - ii. Un-certified Corrections Officers, unless under the direct and immediate supervision of an FTO, may not carry or use security keys unless such use is to meet Phase IV objectives.
 - iii. Un-certified Corrections Officers may only carry or use firearms, chemical agents, impact weapons, electronic immobilization devices, or other security related devices under the direct and immediate supervision of an FTO, for the express purpose of meeting Phase IV objectives.
 - e. BCO graduates who satisfy the following requirements will be eligible for Distinguished Honor Graduate or Honor Graduate status.
 - i. Distinguished Honor Graduate - BCO participant must pass all written/ performance based evaluation objectives on their first attempt during the training period. This includes all written tests and performance evaluations. The participant must not have any write ups for disciplinary actions.
 - ii. Honor Graduate - A BCO participant who has missed less than 6 written performance based evaluation objectives during the training period. This includes all written tests and performance evaluations. The participant must not have disciplinary actions.
 - iii. Participants who have been recycled are eligible for honor graduate status only if they were recycled due to medical, family, or military commitments and were in good standing at the time of recycle.
 - iv. The honor graduate selection process will be completed by the ASD Major. The review will include all training records for the entire four week training process to determine eligibility.
9. Non-Security Staff - Prior to assuming any duties at a facility, all newly hired, promoted, or transferred non-security staff must have complied with the orientation and training requirements specified in the current *Training Matrix* located on iDOC.
- a. If an employee has met the training requirements within the last 24 months, the orientation and training need not be repeated.
 - i. If more than 24 months have passed, the individual shall complete an institutional In-Service program.
 - ii. If the employee did not initially complete an institutional training program appropriate to the position, it must be completed within the first 90 days in the position.
 - b. The Human Resource Officer and the Institutional Training Officer or unit training coordinator shall ensure that the employee receives a unit orientation to include a briefing on current facility policies and procedures.
 - c. Non-Security staff shall complete such specialized training as has been determined by the DOC to be appropriate to their duties.
 - d. All administrative and managerial staff shall receive 40 hours of training in addition to the orientation during their first year of employment.
 - i. Mandated or required specialized training for a non-security employee shall be completed within ninety days of hire date.
 - ii. If more than ninety days will pass, the ASD should be notified of the need to schedule the particular class and/or an extension should be requested.

G. In-Service Training (4-4048; 2-CO-1C-01)

1. All current employees shall attend the in-service training program that is mandated or required for their particular job classification (see *Training Matrix*), according to time frames established by that requirement.
2. The Training Director, as designee for the DOC Director, shall approve In-Service training program agendas for curriculum content and scheduling.
3. All in-service training programs shall comply with the satisfactory completion requirements in DCJS regulations, relevant ACA standards, Board of Corrections policies, and DOC operating procedures. All in-service programs should be criterion-referenced and performance tested where possible.
4. In-Service training classes will be scheduled and coordinated by the ASD and Institutional Training Officers.
5. The ITO or unit training coordinator should schedule In-Service training for all staff employed at the unit.
6. In-service training should be scheduled to avoid overloading of some satellite training facilities and underutilization of others.
7. Required training for staff in specialized position (i.e., Institutional Investigator, Training Officer, Medical personnel, Hearings Officer) may meet some or all In-Service training requirements. The Academy should be contacted for guidance.
8. Specialized training provided by another agency, completed for professional certification or qualification, or completed due to specialized job duties may meet some or all In-Service training requirements. Upon written request, the Training Director will identify those In-Service requirements that the training meets.
9. Prison Rape Elimination Act (PREA) In-service (§115.31[a, c], §115.231[a, c])
 - a. In-service training programs shall include refresher training on current DOC sexual abuse and sexual harassment policies and procedures and will cover the following areas:
 - i. Its zero-tolerance policy for sexual abuse and sexual harassment
 - ii. How to fulfill responsibilities under agency sexual abuse and sexual harassment prevention, detection, reporting, and response policies and procedures
 - iii. Offenders' right to be free from sexual abuse and sexual harassment
 - iv. The right of offenders and employees to be free from retaliation for reporting sexual abuse and sexual harassment
 - v. The dynamics of sexual abuse and sexual harassment in confinement
 - vi. The common reactions of sexual abuse and sexual harassment victims
 - vii. How to detect and respond to signs of threatened and actual sexual abuse
 - viii. How to avoid inappropriate relationships with offenders (Operating Procedure 130.1, *Rules of Conduct Governing Employees Relationships with Offenders*)
 - ix. How to communicate effectively and professionally with offenders, including lesbian, gay, bisexual, transgender, intersex, or gender nonconforming offenders
 - x. How to comply with relevant laws related to mandatory reporting of sexual abuse to outside authorities.
 - b. Such training shall be tailored to the gender of the offenders at the employee's facility. The employee shall receive additional training, to include gender diversity, if the employee is reassigned from a facility that houses only male offenders to a facility that houses only female offenders, or vice versa. (§115.31[b], §115.231[b])
 - c. The agency shall document, through employee signature or electronic verification, that employees understand the training they have received. (§115.31[d], §115.231[d])
10. Security Staff In-Service
 - a. Corrections Officers (and any other offender care workers at Community Corrections Alternative Programs - CCAP) shall receive at least 40 hours of training annually. This training shall include

at a minimum the following areas: (4-4084-1; 4-ACRS-7B-17-1; 1-CTA-3A-21)

- i. Standards of conduct/ethics
 - ii. Security/safety/fire/medical/emergency procedures
 - iii. Supervision of offenders including training on the current DOC sexual abuse and sexual harassment policies and procedures (§115.31[c], §115.231[c])
 - iv. Use of force
 - v. Additional topics shall be included based upon a needs assessment of both staff and facility requirements.
- b. Security staff shall complete In-Service training requirements per this operating procedure and as mandated by DCJS.
 - c. The ASD, with the approval of the appropriate Chief of Corrections Operations, Deputy Director, or designee, will determine the mandatory subjects for In-Service training.
 - i. A Regional Operations Chief, Regional Administrator or organizational unit head may require additional training or specialized instruction, but may not reduce training requirements or remove mandatory subjects.
 - ii. Based on documented need, and after consulting with the Facility Unit Head, the ASD may adjust a facility's In-Service program.
 - d. The ASD will ensure that In-Service training schedules and agendas are in compliance with DCJS and DOC requirements. These training schedules will be maintained and available for DOC, DCJS, or ACA review.

11. Non-Security Staff In-Service

- a. Non-Security employees, employees of other agencies, and contractors' employees who work in DOC facilities shall complete In-Service training as determined and required by this operating procedure (see *Training Matrix*).
- b. Medical and mental health care practitioners shall also receive the training mandated for employees or for contractors and volunteers depending upon the practitioner's status in the DOC. (§115.35[d], §115.235[d])
- c. The organizational unit head may require additional training, but may not reduce the minimum training requirement.

H. Use of Force, Firearms, Chemical Agents, and Less Lethal Training (see Operating Procedure 350.3, *Firearms Training*)

1. Prior to carrying, using, or having access to a DOC firearm in the performance of duty, all entry-level training requirements for the firearm must have been successfully completed and the individual must have, at a minimum, initially qualified on the firing range with the approved weapons, or re-qualified on an annual (365 day) basis with the approved weapons. Firearms training shall cover the use, safety, and care of firearms and the constraints on their use. Courses must include a demonstration of individual student competency. (4-4091; 1-CTA-3A-23)
 - a. Entry-Level training and qualification for DOC firearms will occur at the ASD, or at other locations under the direction of DCJS certified ASD Instructors or selected DCJS certified adjunct instructors and documented on a [Range Qualification - Facilities](#) 350_F26, [Range Qualification - VDOT](#) 350_F27, or [Range Qualification - Probation & Parole](#) 910_F5.
 - b. During firearms training, employees may carry and use DOC firearms for the purpose of completing training requirements and qualification under the direct and immediate supervision of a DCJS certified Firearms Instructor. This restriction does not apply to officers completing Phase IV requirements under the direct and immediate supervision of an FTO.
2. All employees authorized to carry DOC firearms or required to maintain specialty firearms qualifications, will qualify with all such firearms annually as required by DCJS, and within time periods established by the DOC and in compliance with Operating Procedure 420.1, *Use of Force*.
 - a. Courses of fire and qualification requirements will meet DCJS requirements, and such other

requirements as established by the DOC and ASD.

- b. Non-custodial employees of the DOC who have been authorized to carry a firearm by the Director pursuant to [COV §53.1-29](#) (see Operating Procedure 420.1, *Use of Force*) and who choose to carry a firearm shall meet the following requirements:
 - i. Annually - Qualify with firearms in accordance with Operating Procedure 420.1, *Use of Force*, requirements. Qualifications will be documented on a on a [Range Qualification - Facilities 350_F26](#).
 - ii. Every two years, attend and qualify with firearms during an ASD Non-Custodial Firearms Qualification Program. This qualification will count as an annual qualification. Qualifications will be documented on a on a [Range Qualification - Facilities 350_F26](#).
 - c. VDOT employees who supervise offenders on outside work assignments are required to complete initial 40 hours of initial certification training and annual in-service training to include firearms which will be documented on a [Range Qualification - VDOT 350_F27](#).
3. Probation & Parole staff authorized to carry firearms will receive initial and recertification training in accordance with Operating Procedure 910.2, *Probation and Parole Use of Force*.
 4. Chemical agents training courses must cover the use and handling of chemical agents, as well as the treatment of individuals exposed to a chemical agent. Courses must include a demonstration of individual student competency. (1-CTA-3A-24)
 5. Course curriculum on the use of force/self-defense for all security and custody staff includes the use of physical force is limited to instances of justifiable self-defense, protection of others, protection of property, and prevention of escapes, and then only as a last resort and in accordance with DOC training and Operating Procedure 420.1, *Use of Force*. (1-CTA-3A-20)
 - a. In no event is physical force justifiable as punishment.
 - b. A written report is prepared following all uses of force and is submitted to administrative staff for review.

I. Training Required Due to Promotion

1. When a security employee is promoted, an *Employment Update, DCJS Form 31* (see Attachment 2 for sample) must be completed by the facility's Human Resource Officer and forwarded to the ASD within 10 days of the date of promotion.
2. New supervisors must complete the [Basic Skills for New Supervisors Pre-course Work Checklist, 350_F36](#) within 90 days of promotion/hire date. The completed *Checklist* must be brought on the first day of *Basic Skills for New Supervisors*.
3. New Supervisors will complete *Basic Skills for New Supervisors* (BSNS) training offered by the ASD during the first six months in the position. Until a new supervisor completes the required training, they should be partnered with an experienced supervisor of the same rank who will function as a mentor and coach.
4. *Basic Skills for New Supervisors* (BSNS) fulfills training requirements for newly appointed Probation and Parole supervisors and managers. (4-APPFS-3A-15)
 - a. This training covers at a minimum the following areas: supervisory skills, general management, labor law, employee-management relations, relationships with other service agencies, evidence-based practices for effective offender intervention, and current initiatives.
 - b. BSNS participants must complete the *Lawful Interviewing* course through the Virginia Learning Center provided on-line by the ASD prior to enrolling in Basic Skills for New Supervisors.
 - c. Forty hours of relevant training is received each year after.

J. Participation in Physically Challenging Programs

1. It is the policy of the Academy for Staff Development to identify and assist individuals who need accommodation with physically challenging programs, where appropriate, pursuant to existing law

and DOC guidelines.

2. Any training program where participant performance requires physical exertion should have a *Statement of Physical Activity* included as an attachment to the training outline. A copy of the attachment will be given to each participant prior to start of the program.
3. In registering for a physically challenging program, each person must present documentation that he/she has received a physical examination from a physician who has been supplied with and reviewed the *Statement of Physical Activity* for the program, during the twelve month period prior to the training program.
4. Participants in the practical performance/physical challenging program will be required to read and sign a copy of the [*Physical Training Safety Rules*](#) 350_F33 and [*Defensive Tactics Safety Rules*](#) 350_F34 before beginning practical performance.

K. Special Topic Training

1. Special topic training programs shall be approved by the Training Director, who serves as designee for the DOC Director, based upon identified need and the recommendation of the appropriate Chief of Corrections Operations or Deputy Director.
2. Special topic training may be mandated by a certifying or licensing agency or may be required by the DOC due to an individual's new or existing duties and responsibilities, or to gain or maintain a certification.
3. Vehicle Operations Training should be completed by all Corrections Officers who, in the performance of duties, are required to transport offenders by vehicular means.
4. P&P Officers and Surveillance Officers are required to successfully complete *Phase One of Driver Awareness* which is a computer based training program. This program must be completed prior to *Basic Skills for Community Corrections*.
5. Canine handlers must complete initial and ongoing training for their canine specialty in accordance with Operating Procedure 420.3, *Canines*.
6. PREA Investigators ([§115.34](#), [§115.234](#))
 - a. Sexual abuse and sexual harassment investigations shall only be conducted by investigators who have received special training in sexual abuse investigations.
 - b. In addition to the general PREA training provided to all employees, facility investigators shall receive specialized training in conducting sexual abuse investigations in confinement settings. Specialized training shall include:
 - i. Techniques for interviewing sexual abuse victims
 - ii. Proper use of Miranda and Garrity warnings
 - iii. Sexual abuse evidence collection in confinement settings
 - iv. Criteria and evidence required to substantiate a case for administrative action or prosecution referral
 - c. See Operating Procedure 030.4, *Special Investigations Unit* for guidance on the requirements for PREA Investigations.
7. Field Training Officer (FTO)
 - a. A Field Training Officer must be a Certified Corrections Officer who is selected and appointed by the Facility Unit Head. Selection/ assignment as an FTO may be revoked at any time by the appointing authority.
 - b. An FTO serves as a mentor, coach, and evaluator for new corrections officers, and as a role model for established staff. An officer selected as an FTO must meet the eligibility and suitability criteria established in Operating Procedure 350.1, *Training Administration*.
 - c. Each new officer will be assigned a facility FTO to support, train, and assist them as they integrate into the daily operations of the facility. The FTO will be responsible for:

- i. Instructing the Officer in Training (OIT) in ethical behavior by modeling the department's Coded of Ethics demonstrating the core values of professionalism, respect, integrity, dignity, and excellence (P.R.I.D.E.)
- ii. Providing formal training to Officers in Training (OIT) during Phase IV of the BCO curriculum by demonstrating task and duties assigned in the specific post orders of the facility and completing the DOC Phase IV Training Check List for each assigned trainee.
- iii. Providing guidance and remedial training to the OIT when necessary in order to ensure that all tasks and duties are satisfactorily completed.
- iv. Evaluating OITs' skills abilities and performance, and providing both positive affirmations and corrective feedback.
- v. Communicating concerns to appropriate supervisory and management staff.

V. REFERENCES

[DCJS Training Reference Manual](#)

DCJS Regulations [6VAC20-100-20](#), [6VAC20-100-30](#) and [6VAC20-100-40](#)

DHRM Policy 1.60, *Standards of Conduct*

Operating Procedure 027.1, *Volunteer Program*

Operating Procedure 030.4, *Special Investigations Unit*

Operating Procedure 130.1, *Rules of Conduct Governing Employees Relationships with Offenders*

Operating Procedure 135.1, *Standards of Conduct*

Operating Procedure 160.1, *Staff Orientation*

Operating Procedure 350.1, *Training Administration*

Operating Procedure 350.3, *Firearms Training*

Operating Procedure 420.1, *Use of Force*

Operating Procedure 420.3, *Canines*

Operating Procedure 910.2, *Probation and Parole Use of Force*

VI. FORM CITATIONS

[Training Credit Approval](#) 350_F1

[Missed/Made Up Training Incident Report](#) 350_F19

[ASD Incident Report](#) 350_F23

[DOC/ASD Training Extension Request](#) 350_F24

[Range Qualification - Facilities](#) 350_F26

[Range Qualification - VDOT](#) 350_F27

[Physical Training Safety Rules](#) 350_F33

[Defensive Tactics Safety Rules](#) 350_F34

[Range Qualification - Probation & Parole](#) 910_F5

[Basic Skills for New Supervisors Pre-course Work Checklist](#) 350_F36

[Basic Training Certification Sheet for Officers](#) 350_F37

VII. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years after the effective date.

Signature Copy on File

5/1/2018

N. H. Scott, Deputy Director for Administration

Date