



Operating Procedure

Effective Date November 1, 2016	Number 102.6
Amended 2/13/17, 12/1/18, 2/1/19, 3/1/19	Operating Level Department
Supersedes Operating Procedure 160.1/102.6 (10/1/13)	
Authority COV §2.2-2900 et. seq., §53.1-10	
ACA/PREA Standards 4-4048, 4-4069, 4-4082, 4-4088; 4-ACRS-7B-14, 4-ACRS-7B-18, 4-ACRS 7C-01, 4-ACRS-7E-07; 4-APPFS-3A-05, 4-APPFS-3E-02; 2-CO-1C-01, 2-CO-1D-05; 1-CTA-1C-01, 1-CTA-3A-09; §115.31, §115.32, §115.35, §115.231, §115.232, §115.235	
Office of Primary Responsibility Human Resources Director	

Subject

STAFF ORIENTATION

Incarcerated Offender Access
Yes No

Public Access Yes No
Attachments Yes No

I. PURPOSE

This operating procedure ensures that new employees of the Department of Corrections receive a uniform orientation on policies and procedures that directly relate to their employment.

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

Employee - A person who is paid by the Department of Corrections on an hourly, salaried, or contractual basis, or who is paid by another state agency for working in a position within DOC or in a position which supervises offenders.

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 (see Operating Procedure 350.2, *Training and Development*).

Organizational Unit Head - The person occupying the highest position in a DOC operating 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, or a separate operational unit.

Volunteer - Any citizen of the community who, of their own free will, provides goods or services to the Department of Corrections without any financial gain. The term volunteer includes interns, regular service, occasional service, or advisory board members.

IV. PROCEDURE

A. Staff Orientation

1. The Organizational Unit Head or designee (usually the employee's supervisor or onsite HR contact) should provide orientation to each employee (as defined in this operating procedure) and regular volunteer new to the DOC unit before the person assumes any job duties within the Unit.
 - a. Orientation is in addition to, and generally precedes any Basic Skills training related to the employee's specific position (see Operating Procedure 350.2, *Training and Development*).
 - b. Subject area specialists may be designated to provide orientation on specific subjects.
 - c. Where applicable, checklists appropriate to the organizational unit should be prepared and used to document completion or waiver of each orientation subject area.
 - d. Whenever possible, formal orientation should be completed within the employee's first five

working days.

2. New employees shall receive orientation to the functions and organizational relationships of the DOC and the organizational unit. The orientation shall include at least the following subjects:
 - a. The role and function that the employee's position plays in accomplishing the mission of the DOC
 - b. The employee's obligations, responsibilities, benefits, rights, privileges, protections with respect to equal employment opportunity, and prohibitions in the Governor's Executive Order and federal law concerning sexual harassment, discrimination, and retaliation.
 - c. The on and off the job public relations aspects of the employee's job
 - d. The healing environment, dialogue, oneness, evidenced based practices, the strategic plan (Mission, Vision, Values, Goals), and re-entry
 - e. All new employees will receive a 1 day (or equivalent) training in Dialogue.
3. Full time employees in DOC facilities shall receive 40 hours orientation before assuming their job duties. (4-4082, 4-ACRS-7B-14; 2-CO-1D-05)
 - a. Credit may be allowed for subjects waived due to prior orientation of experienced persons transferring from other DOC units or assuming new duties within the unit.
 - b. In Institutions, in addition to subjects required by other sections of this operating procedure, the orientation shall include at least the following subjects: (4-4082)
 - i. The purpose, goals, policies, and procedures for DOC and the facility
 - ii. Security and contraband regulations
 - iii. Key control
 - iv. Tool Control
 - v. Report preparation
 - vi. Appropriate conduct with offenders
 - vii. The employee's obligations, responsibilities, benefits, rights, privileges, and the prohibitions concerning sexual harassment, religious prejudice, and minority rights
 - viii. Universal precautions
 - ix. Occupational exposure
 - x. Personal protective equipment
 - xi. Biohazardous waste disposal
 - xii. An overview of the correctional field
 - xiii. Hostage plan in regard to staff roles and safety (4-4048; 2-CO-1C-01, 1-CTA-1C-01)
 - c. In Community Corrections facilities, in addition to subjects required by other sections of this operating procedure, the orientation shall include the following subjects: (4-ACRS-7B-14)
 - i. A historical perspective of the facility
 - ii. Facility goals and objectives
 - iii. Program rules and regulations
 - iv. Job responsibilities
 - v. Offender supervision
 - vi. Report preparation
 - d. The employee shall sign and date a statement indicating that orientation has been received.
4. Full-time Probation and Parole District Office employees shall receive a total of 40 hours orientation within the first 90 days of employment. The orientation shall include at least the following subjects: (4-APPFS-3A-05)
 - a. Orientation to the purpose, goals, policies, and procedures of the district and parent agency
 - b. Working conditions and regulations
 - c. The employee's obligations, responsibilities, benefits, rights, privileges, and the prohibitions concerning sexual harassment, religious prejudice, and minority rights

- d. An overview of the correctional field
- e. Depending on the employee and the particular job requirements, orientation training may include preparatory instruction related to the particular job.
5. All part-time staff, volunteers (see Operating Procedure 027.1, *Volunteer Program*), and contract personnel receive formal orientation appropriate to their assignments and additional training as needed. (4-4088, 4-ACRS-7B-18)
6. All new full-time Academy for Staff Development employees receive orientation training before undertaking their assignments. The orientation shall include at least the following subjects: (1-CTA-3A-09)
 - a. Orientation to the purpose, goals, policies, and procedures of the Academy and DOC
 - b. Working conditions and regulations
 - c. Employees' rights and responsibilities
 - d. Security responsibilities
 - e. Personnel practices
 - f. Prohibitions concerning sexual harassment, religious prejudice, and minority rights
 - g. Depending on the employee(s) and the particular job requirements, orientation training may include preparatory instruction related to the particular job

B. Formal Orientation Program

1. The orientation program should be tailored to the needs of the organizational unit and the duties of the person receiving orientation. At the discretion of the Organizational Unit Head, portions of the orientation program may be waived for experienced persons transferring from other DOC units or assuming new duties within the unit. Orientation shall cover the following subject areas, additional subjects may be covered in each area as needed:
 - a. Human Resources
 - b. Security
 - c. Emergency Plans
 - d. Appropriate/ Inappropriate conduct with offenders (Fraternization)
2. Human Resources - some sections may not be applicable to employees of other state agencies, contract employees, and volunteers
 - a. Processing of necessary personnel and payroll records (see Operating Procedure 102.2, *Recruitment, Selection, and Appointment*)
 - b. Employee benefits (2-CO-1C-01, 1-CTA-1C-01)
 - c. Employee grievance procedure
 - d. Procedures related to work hours, overtime requirements, and other working conditions
 - e. Procedures related to standards of conduct, code of ethics (4-4069), conflict of interest (2-CO-1C-24), drug policy, and relationships with staff and offenders (4-ACRS 7C-01)
 - f. Access to Human Resource policies and procedures (4-4048, 4-ACRS-7E-07; 4-APPFS-3E-02, 2-CO-1C-01, 1-CTA-1C-01)
 - g. A Notary Public should administer the Oath of Office to all newly hired Corrections Officers prior to the end of their first day, to be documented using the [Corrections Officer Oath of Office/ Appointment Authorization](#) 102_F21.
3. Security - tailored to the mission and needs of the organizational unit
 - a. Preparation and issue of identification cards and documents
 - b. Procedures for access to the unit
 - i. Key control/issue

- ii. Search requirements
 - iii. Guidelines for appropriate attire and items appropriate to bring into the work site
 - iv. Guidelines for parking and securing personal vehicles
 - c. Confidentiality of information
4. Emergency Plans - tailored to the mission and physical layout of the organizational unit (4-4082, 4-ACRS-7B-14, 1-CTA-3A-09)
 - a. Evacuation plan
 - b. Terrorism and Security Awareness
 - c. Inclement weather operations/notifications
5. Appropriate conduct with offenders - tailored to the mission and needs of the organizational unit
6. Prison Rape Elimination Act (PREA) Orientation - Employees
 - a. The agency shall train all employees who may have contact with offenders on: (§115.31[a], §115.231[a])
 - i. Its zero-tolerance policy for sexual abuse and sexual harassment;
 - ii. How to fulfill their 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;
 - ix. How to communicate effectively and professionally with offenders, including lesbian, gay, bisexual, transgender, intersex, or gender nonconforming offenders; and
 - 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 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])
7. Prison Rape Elimination Act (PREA) Training - Volunteers and Contractors
 - a. The agency shall ensure that all volunteers and contractors who have contact (or could have contact) with offenders have been trained on their responsibilities under the agency's sexual abuse and sexual harassment prevention, detection, and response policies and procedures and have signed the *Prison Rape Elimination Act (PREA) Training Acknowledgement* attachment to Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*. (§115.32[a], §115.232[a])
 - b. 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. (§115.32[b], §115.232[b])
 - c. The agency shall maintain documentation confirming that volunteers and contractors understand the training they have received. (§115.32[c], §115.232[c])
 - d. Long-term, full-time contract staff with offender contact (such as privatized medical provider staff) shall comply with the same orientation and training requirements as equivalent DOC employees.
8. Prison Rape Elimination Act (PREA) Training - 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])

9. Basic Skills for Corrections Professionals (Counselors, P&P Officers, Surveillance Officers)
 - a. P&P Officers and Surveillance Officers shall complete the [Basic Skills for Probation & Parole Pre-course Work Checklist](#) 102_F19 to be taken to the first day of *Basic Skills for Probation & Parole* training.
 - b. Counselors shall complete the [Basic Skills for Case Management Counselors Pre-course Work Checklist](#) 102_F20 to be taken to the first day of *Basic Skills for Case Management Counselors* training.
 - c. Counselors shall complete the [Case Management Counselor Orientation and Training Requirements \(COAT\)](#) 102_F22 within twelve months of hire.
 - d. P&P Officers shall complete the [Post Basic Skills on the Job Training Checklist](#) 102_F23 within 6 months of completing Basic Skills for Probation and Parole.

V. REFERENCES

Operating Procedure 027.1, *Volunteer Program*

Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*

Operating Procedure 350.2, *Training and Development*

Operating Procedure 102.2, *Recruitment, Selection, and Appointment*

VI. FORM CITATIONS

[Basic Skills for Probation & Parole Pre-course Work Checklist](#) 102_F19

[Basic Skills for Case Management Counselors Pre-course Work Checklist](#) 102_F20

[Corrections Officer Oath of Office/ Appointment Authorization](#) 102_F21

[Case Management Counselor Orientation and Training Requirements \(COAT\)](#) 102_F22

[Post Basic Skills on the Job Training Checklist](#) 102_F23

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.

The office of primary responsibility reviewed this operating procedure in November 2017 and no changes are needed at this time.

The office of primary responsibility reviewed this operating procedure in November 2018 and necessary changes have been made.

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10/1/16

N. H. Scott, Deputy Director of Administration

Date