

SUBJECT: Employee Orientation Training	PAGE <u> 1 </u> OF <u> 10 </u>
	NUMBER: 39-TRN-10
RULE/CODE REFERENCE:	SUPERSEDES: 39-TRN-10 dated 06/21/16
RELATED ACA STANDARDS: 4-4062, 4-4082 thru 4-4088, 4-4090, 4-4229; 2-CO-1C-19, 1D-02, 1D-06 thru 1D-08, 5E-02 2-CI-1A-1, 2B-01, 6C-3, 6C-6; 2-CTA-3A-01, 03, 06, 15 2-CTA-3A-30, 3C-05; 4-APPFS-3A-05, 3A-14, 3A-15, 4-APPFS-3D-25; 2-1054, 1057; 1-HC-2A-06, 08, 11	EFFECTIVE DATE: December 1, 2016
	APPROVED: 

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

II. PURPOSE

The purpose of this policy is to establish standard guidelines for orientation training for Ohio Department of Rehabilitation and Correction (DRC) employees and the private prisons for which DRC provides contract services.

III. APPLICABILITY

This policy applies to all Ohio Department of Rehabilitation and Correction (DRC) employees and employees of privately operated corrections facilities as required by contract.

IV. DEFINITIONS

Coach - A non-probationary/experienced employee who has been trained in the presentation of the orientation training program.

Intra-Departmental Movement - Any current employee who changes position or work site.

On-The-Job Training (OJT) - A component of orientation training wherein the employee applies all the orientation training learned on their respective job assignment. This training will be done under the direction of the orientation coach or experienced staff member familiar with the duties being performed.

Orientation Training Program - A component of orientation training that is focused on classification-specific knowledge, skills, duties and responsibilities. This aspect of orientation training is job-specific and shall be facilitated by a trained job coach, supervisor or knowledgeable employee in order to prepare a new employee to independently perform his/her duties.

New Employee - Any employee hired into the DRC or a DRC contracted private prison.

New Employee Orientation (NEO) Training - A component of orientation training occurring at the Corrections Training Academy designed to provide all new employee's with a familiarization to the Agency's Mission, expectations and core correctional practices applicable to all new staff entering the field of corrections.

Returning Employee - Any employee who has been off work or away from his/her job site for an extended period of time.

V. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction (DRC) to require all employees to complete orientation training prior to independently commencing any job assignment. The duration of orientation shall be determined by the employee's job classification. Furthermore, written policy, procedure and practice provide that employees who have direct contact with inmates receive a physical examination from their private physician prior to receiving a job assignment. All other employees receive a medical screening prior to job assignment.

VI. PROCEDURES

A. General Procedures for New Employee Orientation Training

1. Upon approval of the personnel action and prior to the new employee's first day on the job, the personnel office shall notify the training officer and/or designee of the effective start date for the new employee.
2. For institution employees, the institution training officer is responsible for conducting and coordinating the completion of all orientation training to be completed on-site within the institution in accordance with the guidelines established by the Corrections Training Academy (CTA).
3. For non-institution employees, the person responsible for coordinating training shall ensure the completion of orientation training in accordance with the guidelines established by the CTA. The employee's supervisor shall schedule orientation training activities.
4. In cases wherein a structured classification-specific orientation training program exists, training shall be led by an experienced coach. Any staff wishing to be a trained coach must submit a coach application (DRC1101) to the TAC committee. Once selected as a coach, the employee must complete all related training prior to being utilized. In all other instances, orientation training shall be conducted by an experienced employee familiar with the duties and responsibilities of the job. It is the supervisor's responsibility to ensure that the new employee completes all orientation requirements to include any proficiency demonstrations (as necessary), orientation checklists (as available) and timeframes for familiarization to duties.

5. Lesson plans shall be maintained by the training officer or individual responsible for training for the on-site orientation components that occur during a new employee's initial training period. CTA shall retain electronic copies of lesson plans for all aspects of the New Employee Orientation (NEO) Academy program. Said files shall be accessible to the field training officers via the CTA server. The NEO Training Supervisor shall review and evaluate all NEO training course evaluations for quality assurance purposes. Annually, the NEO curriculum shall be reviewed to ensure the relevancy and currency of content, while identifying the need for revisions based upon concurrent operational or policy changes, or other recommendations submitted for consideration.
6. New employees entering the Department/agency shall minimally attend the designated on-site orientation days at their respective work location prior to attending the New Employee Orientation (NEO) Academy program. Exceptions to this shall be approved by the Corrections Training Academy Superintendent.
7. All new employees shall successfully complete the New Employee Orientation (NEO) Academy training program as offered by the CTA. Prior to initiating this training, the employee shall complete the New Employee Orientation Health Status Update form (DRC1328) and New Employee Orientation Physician's Statement form (DRC1327).
8. Completion of the New Employee Orientation Academy training program modules shall be documented on the Ohio Corrections Training Academy's NEO Topic Sheet (DRC1329).
9. A managing officer may request an exemption from participation in the NEO Academy training program. A review of said request and response regarding approval, denial, or recommendations for partial participation shall be provided in writing by the Superintendent/designee of the CTA. If approved, a copy of this approved exemption, modified schedule, or denial shall be placed in the employee's training file.
10. New employees, who have not yet completed the New Employee Orientation Academy program, shall not participate in any physical skills training (e.g. firearms, defensive tactics and subject control, chemical munitions, OC spray, PR-24) prior to completing the NEO course. No person shall work independently or have unsupervised offender contact prior to the completion of the NEO Academy to include any classification-specific orientation training program. Exceptions to this shall be made by the CTA superintendent in consultation with the employee's managing officer.

B. New Employee Orientation Training Program Proficiency Requirements

1. Written policy, procedure and practice provide that all new full-time employees must complete a formalized forty (40) hour orientation program before undertaking their assignments. At a minimum, the orientation program shall 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; bio-hazardous waste disposal; the Prison Rape Elimination Act (PREA) and an overview of the Agency's mission, organizational

structure, history and role in the criminal justice system. These items are addressed during the new employee's orientation training at the worksite, within the NEO Academy program, and again reinforced in successive on-the-job training at the conclusion of the orientation training. Successful completion of the NEO Academy training program is based on achieving a passing score in each of the following:

- a. Written and other forms of proficiency tests to include CPR PRO and defensive tactics and subject control (DT/SC) for all staff;
 - b. Firearms, OC/pepper spray and basic transportation training for institution custody employees;
2. An employee who successfully completes the NEO Academy training shall receive a CTA certificate of completion and a copy shall be placed in the employee's electronic training file.
 3. An employee's initial firearms training and qualification (for custody staff and parole officers) shall be completed at the CTA under the supervision of a CTA/OPOTA certified firearms instructor or an instructor authorized by the Superintendent/designee of the CTA. Firearms training shall include information regarding the use, safety and care of firearms as well as constraints on their use; weapons certification shall be on the Glock handgun and the 870 shotgun. Those participating in firearms training shall read and complete the Firearms and Domestic Violence Statement (DRC1110) and Concealed Carry Statement (DRC1109).
 4. An employee may be excused from firearms and/or defensive tactics and subject control training if approved by the Superintendent/designee of the CTA on a case-by-case basis and following consultation with the employee's managing officer.
 5. All personnel who work with offenders receive sufficient training so that they are thoroughly familiar with the rules of inmate conduct, the rationale for the rules, and the sanctions available, in addition to programming that is available aiding in the rehabilitative process and the agency's mission. This is provided within the NEO Academy program.
 6. An employee's initial defensive tactics and subject control (DT/SC) and use of force training and qualification shall be completed at the CTA under the supervision of a CTA certified DT/SC instructor or an instructor authorized by the Superintendent/designee of the CTA. All security personnel are trained in approved methods of DT/SC and the use of force as a last resort to control inmates.
 7. An employee's initial OC training and qualification (for custody staff and parole officers) shall be completed at the CTA under the supervision of a CTA certified instructor or an instructor authorized by the superintendent/designee of the CTA. Institutions and APA regions transitioning their work locations to enable tenured staff to be certified to use OC spray may utilize on-site OC/pepper spray instructors to conduct an initial OC pepper spray certification training. Said training shall be conducted in adherence with DRC guidelines as set forth by the CTA.

8. Employees who do not successfully complete the prescribed NEO Academy program training requirements at the CTA shall be given remedial training. If time does not permit during a student's involvement while in training at CTA, remediation for failed written exams and physical skills proficiency shall be conducted at CTA. A date on which to return in order to complete the requirements shall be assigned by the NEO program training supervisor.
9. Prior to being re-tested, an employee shall be given remedial training and coaching/practice in the specific failed course work, as set forth in section VI.D.5 of this policy, to be directed by an instructor as certified by the Superintendent. A NEO Mandated Training Coaching/Practice form (DRC1343) shall be completed for each subject/skill area for which coaching/practice was given, specific problems identified, and signed by both the employee and coach/instructor.
10. An employee shall be given two opportunities to re-test to successfully complete the specific failed course work which includes written test modules proficiency demonstrations with physical skills modules (e.g., firearms, defensive tactics and subject control, OC/pepper spray, transportation and CPR).
11. Documentation of mandated remedial training and coaching/practice and the re-test results shall be kept in the employee's training file. In the event an employee has failed to successfully complete NEO requirements after all remedial training and re-tests have concluded, the lead instructor shall complete an Incident Report (DRC1000) detailing the opportunities afforded to the employee. CTA supervisor shall immediately notify the institution's training officer or the employee's managing officer/supervisor and provide copies of the Incident Report (DRC1000) and all related NEO Coaching/Practice Mandated Training Performance Evaluation forms (DRC1343).
12. Any employee failing to meet the minimum passing criteria for the NEO Academy training program shall not be issued a certificate of course completion and is subject to probationary removal. The determination to institute a probationary removal shall be made by the Superintendent of the Corrections Training Academy (CTA) in conjunction with the employee's Managing Officer.
13. Non-DRC personnel who fail to meet the minimum passing criteria for the NEO Academy training program shall not be issued a certificate of completion. Immediate notification shall be made by a CTA supervisor to the contracted agency's Managing Officer/designee. Documentation of their participation and subsequent program failure shall be provided to the contracted agency.

C. General Procedures for Classification-Specific Orientation Training

1. Unless otherwise determined, all new non-custody staff shall complete forty (40) hours of orientation training. This doesn't include the first two (2) days of orientation completed at the work location prior to the NEO Academy. Once the employee has completed the minimum number of orientation training hours, and it is believed that he/she understands the core job tasks, he/she may work independently. This requirement applies to all new

non-custody staff including, but not limited to, health care employees, administrative and management staff, and non-institution personnel.

2. The training officer, immediate supervisor or person responsible for training shall be responsible for monitoring the completion of orientation, inclusive of structured classification-specific orientation training programs. A listing of the orientation training checklists is provided within section VI.F.1 of this policy.
3. Intra-departmental movement employees, as defined in this policy, who have previously completed pre-service/NEO training and who change work locations and retain the same classification, shall complete a minimum of eight (8) hours inclusive of classification-specific orientation training prior to commencing any independent job assignments. Employees who transfer to an institution that houses inmates of a different gender shall receive training tailored to that gender of inmates as part of their orientation training and in accordance with PREA Standard 115.31b.
4. Intra-departmental movement employees, as defined in this policy, who have previously completed pre-service/NEO training and who change work locations and change classifications shall complete a minimum of forty (40) hours inclusive of classification-specific orientation training prior to commencing any independent job assignments. Employees who transfer to an institution that houses inmates of a different gender shall receive training tailored to that gender of inmates as part of their orientation training and in accordance with PREA Standard 115.31b.
5. Unless otherwise determined, employees who change job classifications within the same work location shall complete a minimum of forty (40) hours of classification-specific orientation training prior to commencing any independent job assignments.
6. Unless otherwise determined, employees whose job assignments have changed, yet their job classifications remain the same, and they work at the same work location, shall complete a minimum of forty (40) hours of classification-specific orientation training prior to commencing any independent job assignments.
7. If a part-time employee is expected to work more than eighty (80) hours in a 30-day period, he/she shall be required to complete the Use of Force and 3-day basic defensive tactics and subject control (DT/SC) training that is included within the NEO Academy program. Further, that individual shall be required to participate in annual DT/SC recertification training.
8. The following classifications shall complete the business overview course within six (6) months of assuming these positions: business administrator, business operations manager 3, financial program manager, senior financial manager, financial analyst supervisor, financial manager, and sourcing supervisors.
9. The following classifications shall complete the managing officer's fiscal training course within six (6) months of assuming these positions: managing officer, parole services regional supervisor, correctional institution deputy superintendents.

D. General Procedures for Classification-Specific Orientation Training (Correction Officer and Parole Officer)

1. New correction officers shall complete a minimum of 160 hours of orientation training. This minimum includes that which is outlined within the New Employee Orientation Academy program and coinciding classification-specific orientation training program.
2. New parole officers shall complete a minimum of 200 hours of orientation training. This minimum includes that which is outlined within the New Employee Orientation Academy program and coinciding classification-specific orientation training program.
3. Intra-departmental movement employees who become correction officers or parole officers and who do not already possess a current firearms, defensive tactics and subject control, OC/pepper spray and CPR certification, shall complete all initial physical skills certifications at the CTA. Transitioning staff, who are becoming correction officers and who have not previously completed this specialized week of training at the CTA, shall be scheduled to do so prior to working independently. Parole Officers must complete the OPOTA 40 hour Basic Firearms Course.
4. New correction officers shall be assigned to the training office upon beginning employment and until such time that orientation training has been successfully completed. Orientation training conducted on-site at the facility is inclusive of the five (5) days prior to attending the NEO Academy program and a minimum of eighty (80) hours of the classification-specific orientation training program. The institution training officer is responsible for ensuring the new correction officer receives instruction as outlined in the program.
5. During orientation training at the facility, a new correction officer shall work alongside a designated job coach and be provided training in accordance with the classification specific orientation program. It is recommended that a new correction officer complete the orientation program between the hours of 6:00am to 5:00pm. The orientation training shall be initiated and concluded each day by the training officer, personnel director, or designee. Coaches shall not be assigned to a post while conducting the orientation program for new correction officers. It is recommended the facility maintain a ratio of three (3) new corrections officers working with one (1) coach (3-to-1 ratio), but not to exceed a ratio of five (5) new correction officers working with one (1) coach (5-to-1 ratio) to ensure appropriate instruction and assistance is provided the new employee. The facility shall be required to meet the officer-to-coach ratios as established in the lesson plans for any or all scenario-based training within the Correction Officer orientation program if scenario based training is provided.
6. Before a correction officer may work independently, all orientation tasks and coinciding documentation must be completed and submitted to the training officer. In the event orientation extends beyond the minimum timeframe, the training officer shall ensure documentation relating to remediation and coaching is completed and placed in the employee's file. Orientation is not deemed complete until all required tasks and documentation is complete. It is expected that communication is maintained with shift supervisors throughout this process, appraising them of the new correction officer's

progress to include any instances when the officer requires remediation training. Remediation training shall be documented using Mandated Training Performance Evaluation Coaching/Practice form (DRC1346). The structured OJT program shall be successfully completed prior to a new correction officer working independently.

7. Upon completion of the New Employee Orientation Academy program, correctional healthcare employees shall attend and successfully complete the Healthcare Academy. This classification-specific orientation training is provided at the CTA. The same agency procedures are applied to this aspect of training to include coaching for and remediation should it be required.

E. Returning Employee Orientation

1. Staff returning to work after one (1) year, who have not been absent due to military activation, shall complete the NEO Academy training program. Managing officers may request a waiver for the NEO Academy program for military returnees. NEO waivers shall be issued by the Superintendent for staff on military activation for a period exceeding one (1) year, with said employee minimally required to complete the Returning Employee Orientation Checklist (DRC1310). A copy of this approved exemption shall be placed in the employee's training file.
2. Returning employees, who have been off work or away from their job site for over 365 days and have been granted a pre-service/NEO waiver by the CTA superintendent, shall complete orientation training as specified on the Returning Employee Orientation Checklist (DRC1310). Recertification in physical skills required for the position shall be done as part of the reorientation process. Those employees not granted a waiver from the NEO program may be required to complete all or part of the NEO Academy in addition to classification-specific orientation as needed. This decision shall be made by the superintendent of CTA in consultation with the requesting managing officer.
3. Individuals who leave and later return to the Department in less than 365 days shall be required to complete reorientation utilizing the Returning Employee Orientation Checklist (DRC1310). Reorientation training shall be complete once the employee has completed all tasks as outlined on the Returning Employee Orientation Checklist (DRC1310), as well as having demonstrated proficiency with the identified performance goals, to the satisfaction of the supervisor.

F. General Procedures for Documenting Orientation Training Activities

1. Orientation shall be documented on the appropriate DRC form as indicated below:
 - a. New Employee Orientation Training (NEO)
 - i. Institution (DRC1111)
 - ii. OSC (DRC1112)
 - iii. APA (DRC1113)
 - iv. CTA NEO Topics Sheet (DRC1329)

- b. Classification-Specific Orientation Training Checklists
 - i. Administrative Staff (DRC1305)
 - ii. Professional Specialist (DRC1306)
 - iii. Support Staff (DRC1307)
 - iv. Correction Officer Orientation (DRC1309)
 - v. Clerical Support Staff (DRC1308)
 - vi. Parole Officer Orientation Checklist (DRC1341)
 - vii. Nurse Orientation Checklist (DRC1646)
 - c. All Other Orientation Training Checklists
 - i. Operation Support Center/Adult Parole Authority Transfer/Orientation Checklist (DRC1314)
 - ii. Returning Employee Orientation Checklist (DRC1310)
2. All orientation training shall be documented utilizing the following minimum criteria:
 - a. Job-specific work activities and assignments;
 - b. Date training completed;
 - c. Name of employee receiving training as topics are presented;
 - d. Name of employee conducting the training;
 - e. Location of training;
 - f. Signature of employee upon completion of training;
 - g. Signature of employee's training officer/immediate supervisor upon completion of training;
 - h. The duration of training completed.
 3. It is the responsibility of the institution training officer or supervisor/designee of the non-institution staff member to document the completion of orientation training and maintain a copy of said documentation in the employee's training file.
 4. Orientation training documentation shall also be entered into the online Enterprise Learning Management (ELM) System for all employees by the training officer or designee.

Related Department Forms:

Orientation Coach Application	DRC1101
Concealed Carry Statement	DRC1109
Firearms and Domestic Violence Statement	DRC1110
NEO - Institution	DRC1111
NEO - OSC	DRC1112
NEO - APA	DRC1113
Administrative Staff	DRC1305
Professional Specialist	DRC1306
Support Staff	DRC1307
Clerical Support Staff	DRC1308
Correction Officer Orientation	DRC1309
Returning Employee Orientation Checklist	DRC1310
Institutional Transfer Orientation Checklist	DRC1312
OSC/APA Transfer/Orientation Checklist	DRC1314
Physician's Statement	DRC1327
New Employee Orientation Health Status Update	DRC1328
CTA NEO Topics Sheet	DRC1329
Parole Officer Orientation Checklist	DRC1341
NEO Coaching/Practice Mandated Training Performance Evaluation	DRC1343
Mandated Training Performance Evaluation Coaching/Practice	DRC1346
Nurse Orientation Checklist	DRC1646