

DEPARTMENT OF REHABILITATION  
AND CORRECTION

SUBJECT: <b>Contractor Orientation</b>	PAGE <u> 1 </u> OF <u> 5 </u>
	NUMBER: 39-TRN-12
RULE/CODE REFERENCE:	SUPERSEDES: 39-TRN-12 dated 04/16/14
RELATED ACA STANDARDS: 4-4011, 4-4070, 4-4088; 4-4388; 2-CO-1C-17; 2-CI-1A-1, 1A-3, 6C-3, 2-CI-6C-4, 2-CI-6C-6; 4-APPFS-3C-03;	EFFECTIVE DATE: August 31, 2016
	APPROVED:  <i>Day OMA</i>

**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 uniform safety and security orientation guidelines for contractors to participate in prior to providing service.

**III. APPLICABILITY**

This policy applies to all contractors under agreement with the Ohio Department of Rehabilitation and Correction (DRC) and to all employees who administer contractor orientation. Private prison contractors are excluded from this policy.

**IV. DEFINITIONS**

**Contractor** - As used in this policy, applies to any individual/agency under legal agreement with DRC to provide goods and/or services to include sub-contractors and temporary agency employees.

**Contractor Orientation** - An orientation session provided prior to commencement of services to acquaint contractors and temporary agency subcontractors to their work environment and the overall security operations of the institution/agency.

**Escorted Contractor** - A contractor that is accompanied by DRC employees during the provision of services.

**Long-term Contractor** - A contractor providing consecutive service for a period exceeding one year.

**Non-Escorted Contractor** - A contractor that is not accompanied by DRC employees during the provision of services (e.g., temporary agency sub-contractors, personal service contractors, privatized service providers).

## V. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction (DRC) to provide all contractors with security orientation. The orientation shall be appropriate to the contract service provided and the type of service provided. The orientation shall occur prior to services being rendered. DRC may require a contractor to attend mandated training specifically related to the service provided by the contractor at the cost to DRC. Contractors and temporary agency sub-contractors are prohibited from attending the New Employee Orientation (NEO), in-service, and elective training provided at the Corrections Training Academy (CTA) unless approval is granted in accordance with this policy.

## VI. PROCEDURES

### A. Escorted Contractor Orientation

1. A DRC employee must always accompany the contractor during the provision of services.
2. The contractor must review and sign the Declaration of Understanding Form (DRC2554) upon entry to the facility for the first time.

### B. Non-escorted Contractor Orientation within an Institution

1. Orientation of contractors and temporary agency sub-contractors shall be the responsibility of the program area supervisor or any appropriate employee designated by the managing officer.
2. Orientation shall occur prior to the contractor providing services.
3. The managing officer/designee shall be responsible for ensuring all contractors entering the facility have completed the orientation process. If the orientation has not been provided and the program area supervisor is not present, the training officer or managing officer's administrative assistant shall conduct the orientation.
4. A printed orientation booklet of material shall be provided to the contractor or temporary agency sub-contractor. The booklet will cover the following topic areas:
  - a. DRC Mission Statement
  - b. Standards of Conduct for Contractors, Volunteers and Interns (DRC4376)
  - c. Institution security including, but not limited to, the following:
    - i. Counts;
    - ii. Key control (e.g., offices, vehicles, etc.) (DRC1891);
    - iii. Tool/equipment control;
    - iv. Inmate movement;
    - v. Pat down and strip searches;
    - vi. Contraband;

- vii. Accountability procedures, including after-hours report requirement;
    - viii. Hostage Situations;
    - ix. Accident/Injury Reporting Process; and
    - x. PREA training
  - d. Appropriate interaction with inmates/clients to include, at a minimum, the following topic areas:
    - i. Manipulative behavior; and
    - ii. Documentation (e.g., incident report writing, etc.).
  - e. Appropriate attire
  - f. Personal Safety
- 5. The program area supervisor is responsible for ensuring and documenting that all contract nurses also receive suicide prevention training during orientation as approved by the Bureau of Behavioral Health Services (BOBHS).
- 6. All contract health care staff shall receive training regarding the facility's emergency plans and be included in emergency drills as applicable.
- 7. All contract health care staff, as designated by medical protocol B-32, CPR Standards for Health Care staff, shall be actively certified in basic health care provider CPR, which shall include training on the use of the Automatic Electronic Defibrillator (AED) and 2-person resuscitation.
  - a. The health care administrator (HCA) and mental health administrator/manager (MHA/MHM) or their designee shall maintain documentation of their respective designated health care contract staff CPR certification.
  - b. If a designated health care contract staff member allows their health care provider CPR certification to lapse, that contract staff member shall immediately be removed from the work schedule.
- 8. Contractors may be required to attend additional program-specific orientation based on approved lesson plans as directed by the program head.
- 9. Upon completion of the orientation, the contractor or temporary agency sub-contractor shall sign the following forms as provided in the orientation booklet, as well as documentation of any other program-specific orientation. Copies of all signed forms shall be maintained on file with the training department.
  - a. Acknowledgment of Contractor Orientation (DRC1787);
  - b. Declaration of Understanding (DRC2554);
  - c. Acknowledgement of Contractor Orientation for Key Control (DRC1891);
  - d. Standards of Conduct for Contractors, Volunteers and Interns (DRC4376);
  - e. PREA Contractor/Volunteer/Intern Acknowledgement (DRC1173);
  - f. Medical/Mental health test; and
  - g. Documentation of any additional training.

10. Contractors may attend training provided by the institution or CTA upon approval of the managing officer.
  11. Contractors providing services pursuant to an interagency agreement with another state agency may attend training provided by the institution or CTA upon approval of the managing officer and the head of the program area (e.g., Ohio Department of Mental Health and Addiction Services (ODMHAS)), employee providing therapeutic community services approved by the managing officer and Managing Director of Health Care and Fiscal Operations.
- C. Non-Escorted Contractor Orientation within the Operation Support Center (OSC), DPCS, CTA, and Ohio Penal Industries (OPI):
1. Orientation of contractors and temporary agency sub-contractors shall be the responsibility of the program area supervisor and/or any appropriate management employee designated by the deputy director.
  2. Orientation shall occur prior to the contractor providing services.
  3. A printed orientation packet of material shall be provided to the contractor or temporary agency sub-contractor. At a minimum, the packet will cover the following topic areas:
    - a. DRC Mission Statement;
    - b. Standards of Conduct for Contractors/Volunteers;
    - c. Key Control form (DRC1891);
    - d. Appropriate attire;
    - e. Appropriate interaction with inmate/offenders; and
    - f. Hostage situations.
    - g. PREA Training
    - h. Contraband
  4. Contractors may be required to attend additional program-specific orientation based on approved lesson plans as directed by the program head.
  5. Upon completion of the orientation, the contractor or temporary agency sub-contractor shall sign an Acknowledgment of Orientation Form (DRC1787) which is provided with the packet, along with documentation of any additional training. All forms must be maintained on file with the appropriate training personnel.
  6. Contractors may attend training provided by the DRC or CTA upon approval of the appointing authority and the head of the program area.
  7. Contractors providing services pursuant to an interagency agreement with another agency can attend training provided by the institution or CTA upon approval of the appointing authority and the head of the program area (e.g., ODMHAS, employee providing therapeutic community services approved by the managing officer and Managing Director of Health Care and Fiscal Operations.

- D. Contractors working at more than one (1) location within a twelve (12) month period shall be trained on institution specific topics at each facility once a formalized orientation process has been completed. Verification of said orientation shall be housed at the training office of all worksites.
- E. Long-term contractors may be required to complete in-service training as deemed appropriate by DRC. Prior to the beginning of each training year/fiscal year, the statewide training advisory council (TAC) shall conduct a needs assessment to determine the most appropriate topics and/or tracks of training and publish that information for inclusion in local training plans.
- F. Contractors are not permitted to bring visitors or guests to a facility/APA office without prior notification and written approval of the managing officer. The managing officer reserves the explicit right for approving entry into his/her facility.

### **Related Department Forms**

PREA Contractor/Volunteer/Intern Acknowledgement	DRC1173
Authority for Release of Information	DRC1404
PREA Background Check Authorization	DRC1422
Acknowledgement of Orientation	DRC1787
Acknowledgement of Contractor Orientation for Key Control	DRC1891
Contractor Supplemental Questionnaire	DRC2013
Declaration of Understanding	DRC2554
Standards of Conduct for Contractors/Volunteers and Interns	DRC4376