	LOUISVILLE METROPOLITAN DEPARTMENT OF CORRECTIONS D E P A R T M E N T A L P O L I C Y **Chapter:** Administration **Section:** Staff Development and Training		
Index Number:	01-4.01	Title: Training Guidelines	
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I. POLICY

Louisville Metro Department of Corrections (LMDC) shall provide training and staff development opportunities to all employees, from pre-service orientation to specific and technical in-service training programs, in an organized and preplanned manner. Departmental training activities shall be conducted in accordance with written lesson plans, Departmental Policy, nationally recognized training programs, requirements of the American Red Cross, Standards for American Correctional Association, Standards for Correctional Training Academies and requirements of Kentucky Revised Statutes (KRS) and Kentucky Administrative Regulations (KAR). The training plan is developed, evaluated and updated based on a valid annual assessment identifying current job-related training needs.

II. SOURCES

KRS 441.115 Jail staff training program – Jailer's training expense allowance – Eligibility allowance.
501 KAR 3:020 Administration; management, Information Systems
501 KAR 3:040 Personnel.
ACA Standards for Adult Local Detention Facilities 4th Edition 4-ALDF-7B-05, 06, 07, 08, 09, 10, 10-1, 11, 12 and 13
ACA Standards for Correctional Training Academies 1st Edition 1-CTA-1A-02, 04, 05, 06, 07, 15, 1B-01, 03, 1C-05, 1D-03, 3A-01, 02, 03, 05, 06, 07, 09, 10, 21, 22 and 3F-04

III. DEFINITIONS

Annual Training Report: A written report submitted to the Director detailing the preceding years training.

Crimcast: An on-line Learning Management System (LMS) that was designed specifically for the Corrections industry to help agencies and their associations automate their training departments and develop their own interactive courseware. Kentucky Department of Corrections requires jail facilities within the Commonwealth to utilize and document training for staff per 501 KAR 3:020.

Curriculum: Course of study required by the Department and governing agencies.

Facility Training: Smaller units of instruction or on-line training, authorized by the Training Director, taught on-site at facilities to help meet the annual in-service training requirements.

Formalized Support Services: For all Departmental training and staff development efforts, adequate training equipment and space, employee expense reimbursement and administrative leave to attend approved training and professional development programs.

In-Service Training: An annual unit of instruction or on-line training with a predetermined curriculum authorized by the Training Director, and designed to meet the annual training requirements of LMDC staff.

PAT: Physical Agility Test

Supervisory Employee: Employed for the sole purpose of management, coordination and development of training and staff development programs.

Training: An organized, planned and evaluated activity designed to achieve specific learning objectives and enhance job performance of employees.

Training may occur on site, at an academy or training center, an institution of higher learning, professional meetings, through contract services or closely supervised on-the-job training. Training also includes a formal agenda and instruction by a teacher, manager or official; computer based learning; physical training; or other instruction programs that include a trainer/trainee relationship.

Training programs shall include requirements for completion, attendance recording and a system for recognition of completion.

Meetings of professional associations are considered training where there is clear evidence of the above. Whether it occurs on site, at an academy or training center, through contract services, or at professional meetings, the activity must be part of an overall training program.

Training Advisory Committee: Established for the purpose of proposing, reviewing, approving training and staff development programs and establishing curriculum. The committee shall consist of the Departmental Training Director and representatives from other departments and operational units.

Training Plan: A document listing programs and events planned for the upcoming fiscal year, created and implemented for all employee classifications. The Training Plan is reviewed annually.

Training Evaluation: A written instrument utilized to measure the overall effectiveness of content, material and/or student involvement of a particular unit of instruction or training program to determine the impact of the programs upon the overall mission of the Department.

IV. AUDIT FREQUENCY

This policy shall be reviewed annually.

V. APPLICABILITY

This policy is applicable to all staff of Louisville Metro Department of Corrections.

VI. PROTOCOL

This policy establishes guidelines for ensuring adequate training for all LMDC staff. In order to assure effective and efficient up-to-date training, LMDC Training Unit's staff development and student training programs shall be planned, coordinated and supervised by qualified employees. The Training Unit shall report its activities at least annually to the Director/designee. The report shall be in writing and include major developments relating the Training Unit's progress and objectives.

A. Training Director

The Training Director shall be a qualified individual that coordinates the staff development and training program. This person shall have specialized training for that position.

1. The Training Director, as appointed by the Director of Corrections, shall be responsible for supervising all personnel, volunteers, programs and activities connected with training.
2. The Training Director shall report to the Director.
3. The Training Director's responsibilities include, but are not limited to:

    a. Formulating goals for the Training Unit and translating them into measurable objectives;
    b. Curriculum development;
    c. Training grant submission;
    d. Administering training programs;
    e. Scheduling training sessions;
    f. Maintaining training records;
    g. Establishing employee training needs;
    h. Soliciting input from employees for the formulation of policies, procedures and programs, to include budget requests;
    i. Proposing training programs;
    j. Developing training resources;
    k. Attending Director's monthly meeting;
    l. Conduct monthly meetings with Training Staff; and
    m. Preparing an annual report of training activities.
    n. Expansion of on-line training through the Crimcast system utilized by the Kentucky Department of Corrections.

4. The qualifications for the Training Director shall include, at a minimum, the following:

    a. A bachelor degree in an appropriate discipline.
    b. Five (5) years of related administrative experience and demonstrated administrative ability and leadership.
    c. The degree requirement may be satisfied by completion of a career development program that includes work-related experience, training or college credits at a level of achievement equivalent to a bachelor degree.

5. The qualifications, authority and responsibilities of the Training Director and other appointed personnel who are not covered by merit systems, civil service regulation or union contract shall be specified in writing by statute or by the Department.

B. Budget and Fiscal Responsibility

1. Consistent with Departmental and Louisville Metro Government (LMG) Policy, the Training Director shall be responsible for fiscal policy, management and control. Management of fiscal operations may be delegated to a designated staff person.
2. The Training Unit's budget request shall comply with the policies, procedures and instructions of the Department and LMG.
3. Training Unit Staff shall participate in preparing the Training Unit's budget request.

C. Full Time Training Staff

1. The qualifications of trainers assigned to the Training Unit on a full-time basis shall include specialized training for those positions. Full-time training personnel shall posses at least a GED or high school diploma and complete at least a forty (40) hour training-for-trainers course, and must have at least a combination of college education, training or experience which total at least five (5) years. Trainers shall pass a PAT test prior to assignment to the Training Unit. All Training Unit Staff are trained in the implementation of written emergency plans. Training Staff positions may be filled by lateral entry, as well as promotion from with in the unit.
2. All new full-time Training Unit Staff shall receive orientation training prior to undertaking their assignments. Depending on the employee(s) and the particular job requirements, orientation training may include preparatory instruction related to the particular job. Orientation training shall include, but not limited to the following:

    a. Orientation to the purpose, goals, policies and procedures of the Training Unit and LMDC;
    b. Working conditions and regulations;
    c. Employee's rights and responsibilities;
    d. Security responsibilities;
    e. Personnel practices; and
    f. Prohibitions concerning sexual harassment, religious prejudice and minority rights.

3. Job duties shall consist of instructing and supervising training classes/programs and include:

    a. Conducting pre-service training;
    b. Conducting in-service training;
    c. Coordinating outside training;
    d. Researching, developing and drafting lesson plans;
    e. Conducting training needs analysis;
    f. Assisting in developing and writing policies and procedures;
    g. Compiling data and writing reports; and
    h. Performing related duties as assigned by the Training Director.

D. Training Support Staff

Training Support Staff may be utilized at the direction of the Training Director. These trainers shall be assigned specific training classes for pre-service, in-service or academy classes. They shall instruct only those classes for which they have particular expertise by virtue of either formal education/training or successful demonstration of that skill. Training Support Staff utilized on a regular basis shall be provided a training-for-trainers course. The Training Director/designee, utilizing personal observation and student comments, shall evaluate each support trainer on an annual basis. Only effective trainers shall continue to be utilized.

E. Training Advisory Committee

1. A Departmental Training Advisory Committee is established for the purpose of proposing, reviewing and approving training and staff development programs and training plan for the Department. The Training Director shall be designated as the Committee Chairperson. The Committee shall be composed of the Training Director and representatives from other facility departments and operational units, as appointed by the Director.
2. The duties and functions of the Training Advisory Committee include, but are not limited to:

    a. Conduct quarterly meetings;
    b. Make curriculum suggestions;
    c. Approve Departmental training and staff development programs;
    d. Review all training curriculum and staff development annually;
    e. Prepare and implement an employee training and staff development plan and activities with other agencies, including the utilization of the on-line Crimcast training system; and
    f. Review and approve the student training plan.

3. A written record of these meetings shall be forwarded to the Director/designee.
4. The Training Advisory Committee, as designated by the Director, shall monitor operation and training programs through inspections and reviews.
5. The review shall concentrate on the Training Unit's ability to meet the needs of the Department, as well as to deliver the training function in a cost effective and operationally efficient manner.
6. Employees shall be provided the opportunity to make comments directly to the Training Advisory Committee or on the program evaluation sheets completed at the end of each training program.

F. Departmental Training and Staff Development Goals

The following general statements set forth the mission and goals of the Training Unit. Mission statements are intended to solidify the training philosophy for the Department.

1. To familiarize the new employee with the Department's physical distribution of prisoner population, resources and alternative programs.
2. To inform new and veteran employees of Departmental Policy and Procedure.
3. To instruct all employees in the proper execution of their duties.
4. To prepare a cadre of personnel to assist with the orientation and instruction of new employees.

5. To develop within the employee human relation skills to effectively implement Departmental Policy.

G. Employee Training and Staff Development

1. The LMDC training and staff development plan is designed to provide both new and veteran employees with sufficient information and skills to perform their normal and emergency duties. Employees shall receive training consistent with their needs.
2. The Training Director is responsible for the daily administration of the Training Unit and may employ any of the following modalities to accomplish the training mission of the Department:

    a. Implement Departmental training programs including utilization of the on-line Crimcast training system;
    b. Implement non-Departmental training programs;
    c. Apply for training in state or federal training programs;
    d. Enter into reciprocal training agreements with other agencies;
    e. Employ professional associations to conduct training programs;
    f. Employ private organizations to conduct training programs;
    g. Institute correspondence training programs; and
    h. Institute guided self-study programs.

3. The Department's training and staff development program shall utilize outside resources, when appropriate.
4. The Training Unit shall collaborate with colleges and universities in areas of mutual interest, when such resources are available.

H. Training Unit's Impact Upon Normal Departmental Operations

1. The Training Unit shall attempt to schedule employees to attend training activities in a time frame which does not reduce the Department's overall performance. If an overtime situation is encountered, the Training Director shall adhere to normal overtime pay for all approved overtime worked by an employee.
2. An employee's normal off days may be altered or administrative leave granted by the appropriate Deputy Director/designee during training programs to minimize overtime.
3. Administrative leave may be provided when an employee must travel several hours to the training location. All employee travel, expense reimbursement, working hours and administrative leave shall be provided in accordance with LMG travel regulations and LMDC Policy 01-2.05 Travel Regulations.
4. The Department shall assume all costs of approved employee training, with the exception of personal items associated with particular training programs and materials not required for completing the training programs, unless stated otherwise.

I. Support Services, Employee Library, Reference Services and Education Assistance

1. Library and reference services are available to complement training and staff development programs. Employees are encouraged to utilize the reference facilities at the University of Louisville and the Louisville Free Public Library. Additional research may be conducted through the Department with the National

Institute of Corrections, the American Correctional Association and the National Criminal Justice Reference Service.

2. Financial assistance may be available through the Department for selected research projects by submitting a written request through the Training Director, and detailing the request and the anticipated cost for conducting the research. Research projects with exceptional merit may be placed in a grant application for state and federal funding.
3. Educational expenses may be paid for in part by Louisville Metro Government Tuition Assistance Program for selected educational courses. For information and tuition assistance forms, contact the Personnel Assistant in the administrative office during normal business hours (Monday through Friday 0800-1700) (LMDC Policy 01-4.09 Continuing Education).
4. Veteran's benefits are available for selected Armed Forces Veterans. For complete information on federal on-the-job-training benefits payable to new employees of the Department, contact the Sergeant in the Training Unit.

J. <u>Compensation for Departmental and Non-Departmental Training</u>

1. Compensation for Departmental and non-Departmental training or staff development shall be paid at the normal salary during the training program, and all training related expenses shall be paid by the Department in accordance with LMDC Policy 01-2.05 Travel Regulations.
2. Administrative leave may be authorized for non-Departmental training beneficial to the Department. The employee(s) for whom prior approval has been granted by the Director/designee may be responsible for a percentage of the training cost.

K. <u>Mandatory Training Requirements by Category of Employment</u>

1. All LMDC employees shall participate in the mandatory training programs offered by the Department on a scheduled basis.
2. Employees shall receive training in the following areas:

    a. Each new employee shall be provided with an orientation prior to assuming duties. At a minimum, the orientation includes:
    Working Conditions
    Code of Ethics
    Personnel Policy Manual
    Employee Rights and Responsibilities
    Overview of the Criminal Justice System
    Tour of the Facility
    Departmental Goals and Objectives
    Departmental Organization
    Staff Rules and Regulations
    Personnel Policies
    Program Overview
    b. All new professional and support employees, including contractors, who have regular or daily inmate contact shall receive training during their first year of employment. Forty (40) hours shall be completed prior to being independently assigned to a particular job. An additional (40) hours of training shall be provided each subsequent year of employment. Additional topics may be added at the discretion of the Department, but at a minimum, this training includes:
    Security and Safety Procedures and Regulations

Emergency and Fire Procedures
Supervision of Inmates
Suicide Intervention/Prevention
Use of Force
Inmate Rights
Inmate Rules and Regulations
Key Control
Interpersonal Relations
Communication Skills
Standards of Conduct/Ethics
Cultural Awareness
Sexual Abuse/Assault Intervention
Code of Ethics

c. Correctional Officers – Basic Academy (360 hours)

All new Correctional Officers shall receive 360 hours of Basic Academy training during their first year of employment. At least forty (40) of these hours shall be completed prior to being independently assigned to any post. At a minimum this training covers the following areas:

Security Procedures and Regulations
Supervision of Inmates
Suicide Intervention/Prevention
Use of Force
Inmate Rules and Regulations
Key Control
Safety Procedures
Interpersonal Relations
Cultural Diversity for Inmates and Staff
Communication Skills
Cultural Awareness
Sexual Abuse/Assault Awareness
Code of Ethics
Use of Physical Force
Use of Deadly Physical Force
Unarmed Tactical Defense
Report Writing and Documentation
Inmate Rights and Responsibilities
Fire Prevention and Control
Hostage, Escape and Emergency Procedures
Firearms and Tactical Weapons Control
Tool and Utensil Control
Social and Cultural Lifestyles of Inmates
First Aid/CPR
Use of Chemical Agents
Mental Illness and Chemical Dependency
Developmental Disorders
Significant Legal Issues
Crisis Intervention
Signs of Suicide Risk
Inmate Grievance and Disciplinary Procedures
Problem Solving and Guidance
Counseling Techniques
Admission Process
Institutional Programs

Segregation
Special Management Inmates
Common Health Problems
Receiving Medical Screening
Summoning Medical Assistance
Search Techniques
Patrolling Within the Facility
Inmate Feeding Procedures
Mail Procedures
Contact with the News Media, Public and Other Organizations

d. Correctional Officers – On-the-Job Training (120 hours)
Post Orders
Departmental Policy and Procedure
Exposure to Various Work Assignments
Application of Physical Security Equipment
Key, Tool and Utensil Control
Inmate Supervision
Emergency Procedures
Inmate Counts
Locking Devices and Emergency Release
Fire Drills
Medical Issues

e. Correctional Officers – Annual In-Service (forty (40) hours)
All Correctional Officers shall receive forty (40) hours of annual training. This training shall include additional topics based upon a needs assessment of both staff and Departmental requirements, but at a minimum include the following:
Standards of Conduct/Ethics
Security/Safety/Fire/Medical Emergency Procedures
Supervision of Offenders – including training on sexual abuse and assault
Use of Force

f. Specialized Mandatory Training – selected personnel on an individual basis (as needed to meet certification)
Firearms
Special Tactics
Chemical Agents
Tactical Devices
First Aid/CPR
Breathalyzer
Instructors Course

g. Special Operations Group – SORT/CIT
Correctional Officers assigned to an emergency unit shall have at least one (1) year of corrections and forty (40) hours of specialized training prior to undertaking their assignments. Other staff must have at least one (1) year of experience in their specialty within a correctional setting. The specialized training may be part of their first year training program. Officers and staff assigned to emergency units shall receive forty (40) hours of training annually, at least sixteen (16) of which are specifically related to the emergency unit assignment.

h. Full-Time Health Care Employees
All new full-time health care employees shall complete a formalized, forty (40) hour orientation program prior to undertaking their assignments. At a minimum, the orientation program includes instruction on the following:

Purpose, Goals, Departmental and Louisville Metro Government Policy and Procedure
Security and Contraband Regulations
Key Control
Appropriate Conduct with Inmates
Responsibilities and Rights of Employees
Universal Precautions
Occupational Exposure
Personal Protective Equipment
Biohazardous Waste Disposal
Overview of the Correctional Profession

i. Part-Time and Contract Personnel
All part-time and contract personnel shall receive formal orientation appropriate to their assignments and additional training, as needed.

j. Clerical/Support Staff – (Minimum Inmate Contact)
New clerical/support employees having minimum inmate contact shall receive at least sixteen (16) hours of training during their first year of employment, and sixteen (16) hours of training each subsequent year of employment.

k. Management and Supervisory Staff
Management and Supervisory Staff shall receive forty (40) hours of management and supervision training during their first year and at least twenty-four (24) hours of management training each year thereafter.

L. Optional Training

1. All employees shall be considered for optional training and professional development beyond the mandatory training requirements of the Department. Employees shall be compensated and have expenses reimbursed on all approved training programs in accordance with LMDC Policy 01-2.05 Travel Regulations.
2. Administrative paid leave shall be approved for all Departmental training when that training is being conducted by an outside agency. Travel and expense reimbursement shall be in accordance with LMDC Policy 01-2.05 Travel Regulations.
3. The Training Unit shall address quasi-professional training programs on an individual basis.
4. Employees may request non-Departmental training programs.

M. Training Records – Maintenance and Review

1. The Training Director shall govern the maintenance and handling of staff and student training records.
2. The Training Director shall be responsible for reviewing all employee training files and related materials to determine what mandatory training is required for the employee in accordance with Departmental Policy, KRS, KAR and ACA Standards.
3. The Training Director shall be responsible for scheduling all training programs and the individual employees who agree to attend. The Training Director/designee shall maintain up-to-date training records on all employees.
4. Upon hiring, new employees designate individuals to be notified in the event of serious illness or injury. This notification is apart of their personnel record. In the event training staff need to notify designated individuals, permission for notification shall be obtained from the student/staff prior to need.

N. Evaluation of Training Programs and Operations

The Training Unit's criteria for evaluating its overall performance shall be specific and defined.

1. All training programs and operations conducted by LMDC Training Unit shall be evaluated by content and instruction to assure continuity and continually improve the quality of training.
2. The Training Unit shall administer and maintain all program evaluations conducted by the Training Unit each year. Evaluations of all training programs and operations shall be reviewed and utilized by the Training Unit to prepare the Annual Training Report.
3. Training Plans shall be developed, evaluated and updated based on valid assessments identifying current job-related training needs.
4. Training Evaluations
   Ongoing formal evaluation of all pre-service, in-service and specialized training programs conducted by the Training Unit shall be completed. A written report shall be prepared annually and includes input from operational units.

   a. Routine training evaluations shall be completed at the end of any program. In-Service evaluations shall be completed at the end of each week. Each participant shall complete a formal written evaluation form. The instructor shall administer the evaluation and forward it to the Training Staff. Evaluations shall be completed for, but not limited to, each of the following:

      i. Pre-Service;
      ii. In-Service;
      iii. Specialized Training;
      iv. Orientation Training;
      v. On-Site Vendor Training; and
      vi. On-the-Job Training.

   b. In order to monitor training operations and training programs, the Training Director/designee, shall review all evaluations of training. In addition, Training Unit Staff shall attend scheduled training to evaluate course delivery and content.
   c. All completed evaluations shall be collected and filed with other evaluations of similar training. Evaluations shall be maintained on file at the training facility for one (1) year.
   d. Training evaluations shall be reviewed at the conclusion of each training program or event. The Training Unit Staff shall continually review the evaluations to correct deficiencies and improve the quality of training.
   e. The following information shall be considered in evaluating the Training Unit's overall performance:

      i. Training evaluations;
      ii. Student comments;
      iii. Input obtained from operational units;
      iv. Number of classes offered;
      v. Graduation rates;
      vi. Student test scores;
      vii. Retention statistics;
      viii. Disciplinary statistics;

ix. Total number of training hours; and
x. Other pertinent information as available.

O. <u>Annual Training Report</u>

1. The Training Director and Training Unit Staff shall monitor operations and training programs through inspections and reviews.
2. Utilizing evaluations, Training Advisory Committee input and other appropriate evaluation criteria, Training Unit Staff shall compile the information to formulate the Annual Training Report.
3. The Annual Training Report shall include major developments relating to academy progress and objectives.

P. <u>Community Relations</u>

1. Communications within the Academy and Community Relations meetings shall be conducted between key Training Staff and the Training Director at their discretion (scheduling, attendance, training, etc.).
2. Departmental employees are encouraged to participate in community programs and professional associations.
3. The Training Director/designee coordinates community affiliations and notifications in the event of special, urgent or unusual incidents.