



Arkansas Community Correction

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ADMINISTRATIVE DIRECTIVE: 17-19 Residential Services Employee Orientation, Skills Qualification, and On-The-Job Training.

TO: ARKANSAS COMMUNITY CORRECTION RESIDENTIAL FACILITIES EMPLOYEES

FROM: SHEILA SHARP, DIRECTOR

SUPERSEDES: NONE

APPROVED: Signature on File **EFFECTIVE: April 14, 2017**

- I. **APPLICABILITY.** This policy applies to Arkansas Community Correction (ACC) employees assigned to residential facilities or centers.
- II. **POLICY.** Arkansas Community Correction policy is to provide Residential facilities employees orientation that thoroughly covers all major components of the residential center operations; preparing staff to effectively and safely perform their assigned duties prior to completion of the Residential Services Basic Training (RSBT) Academy.
- III. **Description.**

This program is commonly referred to as the “Pre-RSBT” program. The RSBT program consists of two (2) phases: Phase I is Skills Qualification Training (SQT) and Phase II is On-The-Job (OJT).

IV. PROCEDURES

A. Pre-RSBT Requirement

1. All newly hired employees will remain within sight and sound of a trained officer/employee until completion of the Pre-RSBT.
2. All newly hired employees are required to complete both Phases of the Pre- RSBT.
3. Phase I Staff Qualification Training (SQT) should be completed the first week of employment by all residential center staff.
4. Phase II On-The-Job (OJT) should be completed the second week of employment by all residential center staff.
5. Staff who transfers from one center to another will complete Phase I immediately upon transfer, prior to assuming their assigned duties. This training will be considered orientation.
6. All newly hired employees must be within sight and sound of supervising staff for the duration both phases of this training program.

B. Phase I: Skills Qualification Training (SQT)

1. Each new employee will complete 40 hours of training beginning with day at Central Human Resource orientation. All other training will be conducted with the Unit Training Officer, or qualified designee.
2. Employees receiving the training will receive a booklet with their name, position and hire date on the cover. It will contain information about most topics that will be discussed during the SQT training, welcome letter from the Center Supervisor, training agenda and some forms such as, time and overtime sheets, leave slips, Cardinal Rule Violations, Incidents Reports, Residents Property Sheets, Evidence Confiscation and work orders that will be completed for future reference. A functional job description and task form will be included as well as an additional copy signed and forwarded to the appropriate supervisor. Some information will be unit specific.
3. At minimum the following policies will be read, discussed and acknowledgements signed to verify that the trainee understands each policy:

Code of Ethics/Rules of Conduct	Whistle Blower Act
Dress Code	Secondary Employment
Drug/Tobacco Free Workplace	Resource Control
Employee Discipline	Any deemed necessary by the Center Supervisor
Employee Grievance/Mediation	

4. At minimum the following Unit Standard Operating Procedures will be read, discussed and demonstrated if necessary:

Emergency Action Plans	Escape
Counts	Any deemed necessary by the Center Supervisor

5. At minimum the following topics will be included in the SQT's:

History of ACC and Unit	Mission Statement
Motto	Philosophy
Username and Passwords	CPR Certification
Modified Therapeutic Community/ Evidence based procedures	Performance Evaluations
Program Descriptions, Rules and Regulations	Key, Tool and Equipment Control
Department Chain of Command	Offender/Resident Relations
Training Requirements	Contraband Searches
Count Procedures	Resident Management Team
Professional Boundaries	Travel Reimbursements (TR-1)
Evidence/Confiscation/Chain of Custody form	Sexual/Workplace Harassment
Disciplinary Hearing Committee	Defensive Tactics
State Vehicle Usage Rules and Regulation	PPCT
Residents Handbooks/Conduct	Use of Force
Booking Slips	Handcuffing/Leg Restraints
Learning Experience	Restraint Chair
Incident Reports/Report Writing	Medical Escorts/Transfers
Emergency Action Plans	House/Major Rules
Fire Safety	Cardinal Rule Violations
Fire Drills	Interpersonal Communications
Chemical Control	eOMIS
Duty/Daily Activity Logs	Suicide Prevention
	Safety Inspections
	Hazardous Materials
	Employee Right to Know Law
	Post Orders

Escorts
Medical Procedures
Tour of the facility
Radio Procedures

Prison Rape Elimination Act
Roster/Post Assignments
Work Order Request
Memorandum for Personnel.

6. There will be three (3) tests administered at the end of SQT. A total combined score of 80% will be required to pass SQT. The combined score consists of:

Practical Exercises Test will count for 50% of the overall score,
Short Answer Test will count for 30% of the overall score,
Multiple Choice Test will count for 20% of the overall score.

If this overall test score is unsuccessful the trainee and Unit Training Officer will meet with the Center Supervisor to review the test scores and the employee's performance during the SQT training. The Center Supervisor will allow the employee to re-start the SQT training one time. If after completion of the remediation training the test scores are still below the required 80% requirement, the Center Supervisor will terminate the employee under the provisions of unsuccessful completion of their probationary employment expectations.

A cover sheet containing test scores and Unit Training Officer's evaluation of the trainee performance along with the training folder will be sent to the Center Supervisor for approval.

The Unit Training Officer will credit the trainee with 40 hours SQT in JAKE.

C. Phase II: On-The-Job (OJT) Training

1. On-The-Job (OJT) Training will be completed by all employees assigned to a community corrections center or residential facility.
2. On-The-Job Training will consist of 40 hours of on training with a Staff Training Officer (STO).
3. Employees receiving training will have a Daily Evaluation Report Booklet with evaluation reports for 5 shifts. The evaluation report covers all the activities that could possibly be performed during a shift; never will all the activities be covered in a single shift. The Staff Training Officer will put a check mark by each activity completed/explained, each day/shift. At conclusion of each shift an evaluation report will be completed and signed by the employee, Staff Training Officer and Shift Supervisor after meeting to discuss any concerns the Staff Training Officer or employee may have. At the end of the training this booklet will be turned into the Unit Training Officer and placed in the employee's training file.
4. The Unit Training Officer will have each trainee complete an STO evaluation for each Staff Training Officer assigned.
5. Employees who have completed Pre-RSBT, but have not completed RSBT may be subject to limitations and/or restrictions of work areas as determined by the Center Supervisor.
6. The Unit Training Officer will credit the trainee with 40 hours OJT in JAKE

D. Unit Training Officer Qualifications and Responsibilities

1. Must have Completed Instructor Development Training.
2. Will provide training to the Staff Training Officer.
3. Must demonstrate knowledge of Agency Policy, Unit Operational Procedures, and the daily functional workings of a Community Correction Facility.
4. Must demonstrate proficiency in operating computer and computer programs preferably Word, PowerPoint, Excel, etc.
5. The Unit Training Officer is responsible to:
 - a. Prepare and Maintain the SQT booklet with up to date materials;
 - b. Schedule, and when necessary conduct SQ training;
 - c. Counsel/Correct employee behavior during SQT;
 - d. Conduct CPR training;
 - e. Administer SQT testing;
 - f. Maintain employee training files;
 - e. Schedule OJT; and
 - g. Submit test scores, comments, suggestions, and/or recommendations to the Center Supervisor regarding the training session, upon completion of the SQT.

E. Staff Training Officer Qualifications and Responsibilities:

1. Must complete Leadership Development training.
2. Staff Training Officer is appointed by the Center Supervisor with a recommendation from the Chief Security Officer.
3. Must not have received any formal disciplinary action with the past 6 months.
4. Must have, at a minimum, a rating of satisfactory on their last performance evaluation.
5. Completed a course of SQ training
6. The Staff Training Officer is responsible to:
 - a. Provide hands on training to all new employees completing the SQT;
 - b. Instruct, counsel, and mentor all new employees completing the SQT;
 - c. Document training with daily evaluation reports;
 - d. Meet with the employee and the Shift Supervisor at the conclusion of each shift;
 - e. Ensure new employees are within sight and sound until training is completed; and
 - f. Ensure new employees are not working in unauthorized areas prior to completion of training.

F. General Requirements

1. The Center Supervisor will appoint the Unit Training Officer and the Staff Training Officers. The Center Supervisor may solicit recommendations from the Chief Security Officer and other senior level staff.
2. Staff Training Officers (STO) should be assigned to all shifts to provide on-going training and mentoring.
3. The Central Training Section (CTS) Supervisor is responsible for maintaining the SQT and OJT course curriculum.
4. The Deputy Director of Residential Services will designate appropriate staff to ensure program oversight through periodic program assessments.