State of Iowa Department of Corrections
Policy and Procedures

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Chapter 1: ADMINISTRATION & MANAGEMENT
Sub Chapter: TRAINING & STAFF DEVELOPMENT
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Administrative Code Reference: N/A
Subject: ORIENTATION & NEW EMPLOYEE TRAINING
PREA Standards: 115.31, 115.231
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1. PURPOSE

To describe the Iowa Department of Corrections (IDOC) Training Program for new employees and contract employees. Refer to **AD-CI-01** and **AD-CI-03** for Volunteers and Community Partners and **AD-CI-02** for Interns and **AD-CI-04** for Contractors. (Note: "Contract employees" are the same as full-time employees; "Contractors" are not Contract employees. See **AD-TS-01** for specific definitions. See **AD-TS-05** for In-Service training requirements for existing employees.)

2. POLICY

It is the policy of the DOC to provide new employees and contract employees with adequate knowledge and skills to assume their positions with those competencies that make them safe and positive contributors to the mission of their Facility or Program. The Orientation training period and New Employee Training Program are utilized to provide employees and contract employees with information and proficiencies needed to understand DOC's philosophy, values, mission, operations and goals and to further understand how their job contributes to the DOC Mission.

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3. DEFINITIONS – as referenced in this policy and in AD-TS-01, Staff Professional Development Training Program.

New Employee - The following may be considered a "new employee" specifically for training purposes:

Advanced Employee – Management, executive employee, supervisor, or senior clinical/technical specialist professional employee (i.e., physician, pharmacist, lawyer) who has been hired, contracted with, or moved to a new position within the last six months who possesses advanced correctional, clinical, or technical experience and background as designated by the Warden, District Director, or Director of the DOC.

Contract Employee – Full-time or part-time non-DOC employee providing a service, who are hired and paid by a third-party vendor.

Experienced Employee – Employee with previous correctional experience who has moved into a new position by new hire, transfer, promotion, or demotion within the last six months.

New Hire – Recently hired probationary employee or person hired for the first time into a full-time professional service contract position.

Temporary Employee - Full-time or part-time DOC employees who work no more than 750 hours per year.

Field Training - Job-specific, fundamental task orientated training conducted by a certified Field Training Officer (FTO) that includes documentation and evaluation

using a performance-based training model. FTO training shall not commence until NET has been completed.

New Employee Orientation (NEO) - Local training process that familiarizes new hires with the DOC's culture, basic policies, and overall structure.

New Employee Training (NET) - Training which provides the specific skills and knowledge needed for staff to perform their job effectively.

On the Job Training (OJT) - A hands-on method of teaching employees skills, knowledge, and competencies needed for their job duties, occurring in the actual work environment.

4. PROCEDURES

A. New Employee Orientation (NEO)

The purpose of NEO, as determined and assigned by the DOC Learning Center in the DOC Learning Management System (LMS) is to familiarize employees and contract employees to DOC policies, procedures, operations, and employees' job description/performance expectations. NEO is provided locally.

1. Newly hired full-time employees shall receive 40 hours of basic orientation to their institution/district and the requirements of their specific position within 90 days of date of hire. (CBC staff shall not be scheduled to work independently until they have completed NEO and required eLearning to include the Personal Safety videos module.

2. Part-time employees and part-time contract employees shall receive those sections of orientation training needed for successful performance of their duties as determined by the Learning Center in conjunction with the institution/district designee.

3. All experienced and advanced employees shall attend and successfully complete applicable orientation requirements within 90 days of assuming their new position.

B. New Employee Training (NET)

NET, as determined and conducted by the Learning Center, provides staff with specific skills and knowledge needed to perform their position effectively. Supervisors at every level are responsible for ensuring their employees receive adequate and documented training for their position.

1. All new employees, (except as noted in section E. below), shall attend and successfully complete all sections NET within the first six months of employment. Correctional officers shall attend the next available NET after their date of hire and shall not work alone with incarcerated individuals until they have successfully completed NET. The DOC Training Director must approve of any exceptions.

2. An employee's ability to perform the essential functions of their position shall be evaluated during NET to determine if remedial training can sufficiently address any noted deficiencies or if the employee is not a viable candidate for continued DOC employment.

3. Successful completion is required as a condition of probationary employment. Failure to successfully complete NET within the probationary period may result in immediate termination. Requests for competency credits for staff with prior experience in Iowa or other jurisdictions should be referred to the DOC Training Director for approval.

4. All newly hired administrative or supervisory employees who are experienced and advanced employees shall attend and successfully complete NET as determined by the DOC Training Director and/or DOC Director. Any approval given by the DOC Training Director/DOC Director to excuse employees from sections of the training shall be documented in the employee's personnel and training file.

5. Full-time contract employees shall meet the same standard of training as DOC employees. Part-time contract and temporary employees shall attend those sections of NET and any Department mandated training as determined by the DOC Training Director. Decisions to excuse these employees shall be documented in the employee's personnel and training file.

6. Successful Completion - Trainees must successfully complete all segments of a course in order to receive attendance certification for that course. Trainee performance shall be measured to ensure the employee can demonstrate reasonable proficiency of correctional knowledge and skill at the conclusion of the training. Successful completion shall be assessed, in part, by weekly testing of participants. Trainees must successfully complete both written/ computerized and hands-on testing during NET. Trainees

failing to do so shall be offered remediation and retested at their institution/district.

a. Failure to pass eLearning and/or hands-on tests after remedial training; failure to participate fully; attendance or tardiness issues; negative classroom behavior; violations of state or Department rules or regulations; violations of Code of ethics; and/or unprofessional behavior may result in termination.

b. DOC Learning Center Training Specialists conducting NET shall maintain all records to include but not limited to sign in sheets, tests, performance rubrics, complete with observations of attitudes/behavior/teamwork and aptitudes of all attendees and all other relevant documentation pertinent to attendee's performance.

C. Curriculum Content

1. NEO and NET topics shall be determined by the DOC Learning Plan and set forth annually by the Learning Center. (Also refer to DOC Policy CBC-PREA-03 for PREA training standards[1].) NEO or NET classes listed may be adjusted in the schedule as determined by the DOC Training Director to accommodate best practices but need to be completed in either centralized or institution/district-specific training settings as outlined in the DOC Learning Plan within six months of hire.

2. Field Training Observation (FTO) program is guided by experienced Field Training Officers for new employees. Field training topics shall be determined by the Learning Center in conjunction with the institution/district designee. All new employees shall receive the required field training modules, demonstrate competency in all topics and be documented in their file. All Correctional Officers shall receive at least 80 hours field training of OJT prior to being assigned to work alone with incarcerated individuals.

3. On-the-Job Training (OJT) is additional institution/district specific training that is outside of the expected FTO training.

D. Training Requirements for Employees with a Break in Service with the Iowa Department of Corrections

[1] PREA Standard §§ 115.31(d)/115.231(d)

If an employee has a break in service of more than two years the employee must complete NET again. This is applicable to those employees who quit or are not employed on site for more than two years (for example, extended military leave.) This is also applicable to employees who move between institutions and community-based corrections.

E. Medical Waivers

1. If an employee has a medical condition that affects full participation in training, the employee is responsible for providing a physician's note to their Human Resource staff/designee. The physician's note shall be dated within 6 months of the training and shall contain at minimum:

    a. The specific training activities the staff person is restricted from.

    b. The accommodations/restrictions that would be necessary for the staff person during training.
    c. All documentation shall be retained per DOC policy **AD-PR-02,** *Personnel Records*.

    d. In the case of Personal Safety/Defensive Tactics training, the employee shall be provided with **AD-TS-04 F-1** to have the physician complete.

2. The Human Resource staff/designee shall review the physician's documentation and determine if accommodation for training is necessary. The Human Resources staff/designee will consult with the DOC Training Director when applicable to help determine what accommodations may be needed and forward necessary paperwork to the DOC Training Director prior to the employee participating in the training.

3. If the Human Resource staff/designee determines the employee will be excused from normal active participation in any aspects of training, it will be the responsibility of the assigned district/institution to ensure the employee receives adequate training within the 6-month probationary period.

4. If there are any exercises/techniques staff cannot perform due to their medical condition, this information shall be clearly communicated to the instructors per local procedures and the employee shall still be expected to demonstrate competency of the skill. They shall demonstrate competency

of the skill by doing it at a lower level of physical activity or by verbally talking through the exercise/technique to the instructor, whichever is appropriate for the individual.

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