

State of Iowa Department of Corrections

Policy and Procedures

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Applicability: Institutions, CBC, Central Office, IPI

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Chapter 1: Administration & Management

Sub Chapter: Training & Staff Development

Related DOC Policies: AD-GA-12, CBC-06, IO-SE-06, IO-SC-08, IO-SC-09, IO-SC-25, IO-SC-30, IO-SC-31, PREA-02, PREA-CBC-03

Administrative Code Reference: NA

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 Internships. (Note: Contract employees are the same as full-time employees.)

2. POLICY

It is the policy of the IDOC to provide new 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 with information and proficiencies needed to understand IDOC's philosophy, values, mission, operations and goals and to further understand how their job contributes to our Mission.

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3. DEFINITIONS – As used in this document:

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

- 1. New Hire – Recently hired probationary employee or person hired for the first time into a full-time professional service contract position.
- 2. 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.
- 3. 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 IDOC.
- 4. Contract Employee – Full-time or part-time non-IDOC or non-district employee providing a service, who are hired and paid by a third-party vendor.
- 5. Temporary Employee - Full-time or part-time IDOC employees who work no more than 750 hours per year.

B. Training Personnel - As referenced in IDOC and throughout this policy:

- 1. Field Training Officer (FTO) – An experienced staff member who has been trained in training techniques, liability, documentation, and trainee evaluation using a performance-based training model to conduct job specific fundamental task orientated training.

2. Director of Training and Professional Development (hereafter referred to as the IDOC Training Director) - IDOC staff member responsible for comprehensive oversight of the development, implementation and review of IDOC's agency-wide staff development training, policies and staff development programs. IDOC Training Director duties include implementation of the plan, curriculum approval, program audits, evaluations, and supervision of the IDOC Learning Center (hereafter referred to as Learning Center). The Learning Center provides centralized oversight, lesson plan development, acts as a certifying agent and provides quality assurance of all training for the Department, including the New Employee Training for new hires.
3. Training Coordinator – District staff responsible for local district training to include but not limited to coordination and delivery of new employee orientation and ongoing training requirements.
4. Training Specialist I - Full time staff responsible for local Institution training to include but not limited to coordination and delivery of new employee orientation and ongoing training requirements.
5. Training Specialist II– Full-time staff with statewide responsibilities that include, but are not limited to design, development, delivery, evaluation and oversite of training programs for the IDOC Learning Center, Institutions and Community Based Corrections.
6. Adjunct Training Staff – Instructors certified or designated to teach specialized curricula on a part-time or as needed basis.

C. Training Terms - As referenced in IDOC and throughout this policy:

1. Field Training - Job-specific, fundamental task orientated training conducted by a certified FTO that includes documentation and evaluation using a performance-based training model.
2. Iowa DOC Learning Management System (IDOC LMS) - A software application utilized to create, manage, deliver, and track IDOC educational courses, training programs, and learning and development plans.

3. Mandated Training – All identified staff development and training requirements defined by statute, code, rules, policies, and administrative directive.
4. New Employee Orientation (NEO) - Local training that familiarizes new hires with the IDOC's culture, basic policies, and overall structure.
5. New Employee Training (NET) - Training which provides the specific skills and knowledge needed for staff to perform their job effectively.
6. 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.
7. Staff Development Training Audit – Formal review and evaluation of training operations for compliance with statute, code rule or policy, and performance improvement effectiveness.
8. Staff Development Training Needs Assessment – Formal process to examine and review information to identify basic performance competency needs of new staff and performance development improvement needs of existing staff as related to agency need.
9. Training Plan – The plan for providing staff development and training to all staff during a fiscal year.
10. Training and Staff Development Standards – Expectations set by authorities as described in **AD-TS-01, Staff Professional Development Training Program.**
11. Training Year – Normally a fiscal year unless otherwise defined as certification period.

4. PROCEDURES

A. New Employee Orientation (NEO)

NEO Training as determined and assigned by the IDOC Learning Center in the IDOC LMS to familiarize employees and contract employees to

institution, office policies, procedures, operations, and employees' job description/performance expectations. Training is provided locally.

1. Newly hired full-time employees shall receive 40 hours of basic orientation to their agency 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, which shall include required eLearning and an overview of Personal Safety training as approved by the IDOC Training Director.)
2. Part-time employees and part-time contract employees shall receive those sections of orientation training needed for successful performance of their duties by Learning Center in conjunction with 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 Training as determined and conducted by the Learning Center that provides staff with specific skills and knowledge needed to perform their job role effectively. Supervisors at every level are responsible for ensuring their employees receive adequate and documented training for their position.

1. New Employee Training is a time period when an employee's ability to perform the essential functions of their position shall be evaluated to determine if remedial training can sufficiently address any noted deficiencies or if the employee is not a viable candidate for continued IDOC employment.
2. All new employees, full-time and contract employees, (except as noted in E) shall attend and successfully complete New Employee Training within the first six months of employment. Incarcerated individual/client supervision employees shall attend the next available New Employee Training after their date of hire. Correctional officers shall not work alone with incarcerated individuals until they have successfully completed New Employee Training. The IDOC Training Director must approve of any exceptions.

3. All full-time staff must successfully complete all sections of New Employee Training. 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 IDOC Training Director for approval.
4. All newly hired administrative or supervisory employees who are experienced and advanced employees shall attend and successfully complete New Employee Training as determined by the IDOC Training Director and/or DOC Director. Any approval given by the IDOC Training Director/IDOC Director to excuse employees from sections of the training shall be documented in the employee's personnel and training file.
5. Part-time contract and temporary employees shall attend those sections of New Employee Training, and any agency mandated training as determined by the IDOC Training Director. Decisions to excuse these employees shall be documented in the employee's personnel and training file.

Full-time contract employees shall meet the same standard of training as IDOC employees.

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 New Employee Training. 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. IDOC Learning Center Training Specialists conducting the New Employee Training shall maintain all records to include

but not limited to sign in sheets, tests, performance rubrics, complete with observations of attitudes and aptitudes of all attendees¹ and all other relevant documentation pertinent to attendee's performance.

C. Curriculum Content

1. New Employee Orientation and Training topics shall be determined by the IDOC Learning Plan and set forth annually by the Learning Center. NEO or NET classes listed may be adjusted in the schedule as determined by the IDOC Training Director to accommodate best practices but need to be completed in either centralized or institution-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 will 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 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

If an employee has a break in service of more than two years the employee must complete New Employee Training. 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

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

note to their Human Resource staff. The physician's note must be dated within 6 months of the training and 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 **AD-PR-02**.
2. The Human Resource staff shall review the physician's statements and determine if accommodation for training is necessary. The Human Resources staff will consult with the IDOC Training Director when applicable to help determine what accommodations may be needed and forward necessary paperwork to the IDOC Training Director prior to the employee participating in the New Employee Training.
3. If the Human Resource staff determine that a medical waiver is not substantiated they shall notify the employee of this determination.
4. A medical waiver shall be required in order to excuse staff from normal active participation in all aspects of training.
5. If there are any exercises/techniques staff cannot perform due to their medical condition, they 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.