

 <p style="text-align: center;"><b>WEST VIRGINIA DIVISION OF JUVENILE SERVICES</b></p>	<p><u>POLICY NUMBER:</u></p> <p style="font-size: 2em; text-align: center;"><b>162.00</b></p>	<p><u>PAGES:</u></p> <p style="text-align: center;">9</p>
<p><u>CHAPTER:</u> <b>Administration and Management</b></p>	<p><u>REFERENCE AND RELATED STANDARDS:</u> WV Code §49-2-903; ACA 3-JDF-1D-01 thru 14; Division of Personnel DOP-P18; Prison Rape Elimination Act (PREA), §115.331</p>	
<p><u>SUBJECT:</u> <b>Training and Staff Development</b></p>		
<p><u>DATE:</u> <b>January 1, 2018</b></p>		

PURPOSE

This Policy establishes the Division’s training and staff development programs, including training requirements for all categories of personnel.

CANCELLATION

This policy has been reviewed and supersedes Policy 162.00 dated July 1, 2016.

APPLICABILITY

This policy applies to all Division of Juvenile Services’ employees, contract employees, and volunteers.

DEFINITIONS

1. **Correctional Trainers** – Staff who coordinate and monitor the Field Training Officers.
2. **Designee**- Employee(s) authorized to make training decisions in the Training Directors’ absence.
3. **Field Training Officers (FTO)** – Personnel who train, track and monitor all training requirements for individuals within a specific facility or office.
4. **Training Director** – Employee in charge of the Training Department.
5. **Training for Trainers (T4T) Instructors** – Staff who have completed the T4T program and are authorized by the DJS Training Department.

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## PROCEDURES

### 1. Structure of the Training Department

- a. The Training Director
  - i. Reports directly to the Deputy Director
  - ii. Has responsibility and authority for developing, implementing, and maintaining all training curriculum and programs related to training
  - iii. Will coordinate all academy activities within the Division, and
  - iv. Will oversee and supervise all Correctional Trainers within the Division of Juvenile Services.
  
- b. The Correctional Trainers will coordinate and monitor the training programs of all facilities within the Division.
  
- c. The Field Training Officer position will be an inter-agency posted position.
  - i. This position will be filled by a Correctional Officer III (Corporal) only and will follow the dress code for Correctional Officer personnel.
  - ii. No increase in rank or pay will result in being selected for the position if applicant already holds the rank of Correctional Officer III or equivalent pay grade.
  - iii. The position will be selected by an interview team consisting of a facility designee, a Training Department designee and a Central Office designee.
  
- d. Field Training Officers shall implement the training programs at their facility and serve as a liaison between the Facility Superintendent/Director and their Correctional Trainer.
  
- e. Based on Division needs, with approval from the Division Director or designee, Field Training Officers can be utilized for the Academy training.

### 2. Initial certification of Training for Trainers (T4T) requires:

- a. Two (2) years' experience as a Correctional Officer/Professional.
- b. A written recommendation from the Facility Superintendent/Director.
- c. Forty (40) hours of instructor development training approved by the agency.
- d. Eight (8) hours as an instructor supervised by a certified trainer in any field of expertise, and an additional four (4) hours unsupervised instructional time as verified by the Facility Superintendent/Director.

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- e. Individuals who possess a college degree in a specialized field will be exempted from attending a forty (40) hour course for instructing in their field of expertise. However, instruction outside of their expertise will require a certification.
3. After successfully completing any training for trainer's course, the prospective instructor shall submit an Instructor Certification Application for each area they wish to be certified. The Director of Training or designee will then verify the information and grant or deny. If approved, the Director of Training or designee shall then generate a certificate.
  4. Maintaining certification – An instructor must complete the following:
    - a. At a minimum, eight (8) hours of basic employee instruction every year, i.e., new hire orientation or in-service training as verified by the Facility Superintendent/Director.
    - b. Attend T4T recertification every two (2) years.
  5. Failure by an instructor to maintain the above criteria will render the instructor on inactive status.
  6. Requirements for recertification do not supersede any re-certification requirements set forth by any specialized training, i.e., Pressure Point Control Tactics, CPR/First aid, CPI, etc.
  7. The Director of Training may, at his/her discretion, revoke an instructor's certification if any of the following occur:
    - a. An instructor is found to no longer be qualified.
    - b. An instructor's employment is terminated or the instructor resigns.
    - c. A recommendation to revoke certification is made by a director of training program recognized by the agency, The Law Enforcement Training Subcommittee, or the Agency Training Advisory Committee.
    - d. The Facility Superintendent/Director determines an instructor is failing to provide adequate instruction.
    - e. An instructor has falsified or purposely omitted information required on any training documentation.
  8. If an instructor certification is revoked, they may only be reinstated by the Director of Training and only after completing any re-training required.

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9. Any instructor placed on inactive status must within twenty-four (24) months attend a teaching update program, at the discretion of the Director of Training.
10. Any staff coming from an outside agency who wishes to become an instructor must apply for instructor certification with the Director of Training who will:
  - a. Review the training file of the applicant,
  - b. Make a determination whether the applicant meets the requirements to be an instructor within the agency, and
  - c. Provide the applicant with a list of training required to complete prior to being certified.

#### 11. Training Requirements

- a. All new full-time employees receive forty (40) hours of orientation training before undertaking their assignments. This training includes, at a minimum, orientation to the purpose, goals, policies, and procedures of the institution and parent agency; working conditions and regulations; employee rights and responsibilities; and an overview of the correctional field. Depending on the employee(s) and the particular job requirements, orientation training may include preparatory instruction related to the particular job.
- b. All correctional officers and treatment staff will be sworn in during their orientation.
- c. The Facility Superintendent/Director or designee will ensure that no staff shall work a security post or conduct a transport until after the employee's satisfactory completion of orientation, defensive tactics course and on-the-job training.
- d. All new correctional officers and treatment staff working in a residential facility receive at least an additional one hundred twenty (120) hours of training at the Division's Academy within two (2) years of starting their employment.
- e. All Aftercare workers receive Non-Violent Physical Crisis Prevention Intervention™ training as their defensive tactics training within the first ninety (90) days of employment.
- f. All new staff working in a residential facility receive the following one-time training during their first year of employment:
  - i. Shield of Care
  - ii. Youth Mental Health First Aid

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- g. Any treatment staff who transfer from a non-residential facility to a residential facility will receive additional training as deemed necessary by the Training Director or the Facility Superintendent/Director.
- h. In subsequent years, correctional officers and treatment staff, as well as full-time contract mental health personnel, will receive an additional forty (40) hours of in-service training. At a minimum, this training covers:
  - i. Defensive Tactics
  - ii. PREA, including, cross-gender pat-down searches
  - iii. Use of Force
  - iv. Communication Skills
  - v. Safety, Fire, Emergency Procedures
  - vi. Supervision of Residents
  - vii. Drug- and Alcohol-Free Workplace
  - viii. Grievance Procedures
  - ix. Prohibited Workplace Harassment
  - x. Suicide Signs, Risks & Prevention
  - xi. Security Procedures
- i. The following subjects will be covered every two (2) years for all correctional officers and treatment staff, as well as all full-time contract mental health personnel:
  - i. WRAP
  - ii. Counseling Techniques
  - iii. Social Cultural Lifestyles of Juveniles/Cultural Diversity
  - iv. Code of Ethics
  - v. Key & Tool Control
  - vi. Residents Rights & Responsibilities/Rules & Regulations
  - vii. Report Writing
  - viii. CPR/First Aid/AED/Communicable Diseases
- j. All support and clerical employees who have regular or daily contact with residents receive forty (40) hours of in-service training annually. At a minimum, this training covers:
  - i. Defensive Tactics
  - ii. PREA, including, cross-gender pat-down searches
  - iii. Use of Force
  - iv. Safety, Fire, Emergency Procedures
  - v. Supervision of Residents
  - vi. Security Procedures
  - vii. Drug- and Alcohol-Free Workplace

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- viii. Grievance Procedures
  - ix. Prohibited Workplace Harassment
- k. All support and clerical employees who have regular or daily contact with residents receive the following in-service training every two (2) years. This training covers:
- i. WRAP
  - ii. Counseling Techniques
  - iii. Social Cultural Lifestyles of Juveniles/Cultural Diversity
  - iv. Communication Skills
  - v. Code of Ethics
  - vi. Key & Tool Control
  - vii. Residents Rights & Responsibilities/Rules & Regulations
  - viii. Report Writing
  - ix. CPR/First Aid/AED/Communicable Diseases
  - x. Suicide Signs, Risks and Prevention
- l. All clerical/support employees who have minimal or no contact with residents receive an additional sixteen (16) hours of in-service training annually. At a minimum, this training covers:
- i. PREA, including, cross-gender pat-down searches
  - ii. Safety, Fire, Emergency Procedures
  - iii. Drug- and Alcohol-Free Workplace
  - iv. Grievance Procedures
  - v. Prohibited Workplace Harassment
  - vi. Security Procedures
- m. All clerical/support employees who have minimal or no contact with residents receive the following in-service training every two (2) years. This training covers:
- i. Code of Ethics
  - ii. Report Writing
  - iii. CPR/First Aid/AED/Communicable Diseases
- n. All administrative and managerial staff receives forty (40) hours of in-service training annually. The training covers, at a minimum:
- i. Safety, Fire, Emergency Procedures
  - ii. Drug- and Alcohol-Free Workplace
  - iii. Grievance Procedures
  - iv. Prohibited Workplace Harassment
  - v. PREA, including, cross-gender pat-down searches

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- vi. Security Procedures
- o. All administrative and managerial staff receives additional training every two (2) years. This training covers, at a minimum:
    - i. General management
    - ii. Labor law
    - iii. Staff/management relations
    - iv. Juvenile justice system
    - v. Relationships with other agencies
    - vi. CPR/First Aid/AED/Communicable Diseases
  - p. All contract personnel, volunteers and interns will receive formal orientation appropriate to their assignments and additional training as specified by the Training Director.
  - q. Each FTO will ensure that all employee meets the Division of Juvenile Services' mandatory training classes annually and documents all training on the Student Training Information Form (Attachment #1). Each employee will ensure that these training forms are submitted to the FTO within fifteen (15) calendar days of the conclusion of the training. Each FTO will ensure that any relevant paperwork required to be submitted to outside agencies is forwarded to the Training Department within fifteen (15) calendar days of the conclusion of the training.
  - r. Employees who are recommended by the Facility Superintendent/Director or YRC Program Director will be given the option to take a proficiency test in order to test out of certain annual or biennial training. PREA, CPR, Defensive Tactics, and Suicide Prevention are always mandatory trainings and employees will not be allowed to test out of those trainings.
  - s. The Training Department will provide and/or assist in providing training in areas requiring special expertise for staff development.
  - t. Any and all training, both internal and external, by or for Division of Juvenile Services personnel, must be coordinated and authorized by or through the Training Director or designee.
  - u. While operating a state vehicle, whether on or off the clock, appropriate attire will be worn.
  - v. Successful completion of the CPR training is a requirement by all employees of the Division of Juvenile Services and a card certifying such is not required. However, any employee who requests a CPR certification card must provide payment in the

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amount of Five Dollars (\$5.00) in the form of a check made payable to the Division of Juvenile Services at the time of the completion of the class. This check will be forwarded to the Training Department for processing and the CPR certification card will then be forwarded to the FTO of that facility.

- w. The facility's budget shall include funds to reimburse staff for their time when training is conducted during non-duty hours. The Division encourages and provides administrative leave and/or reimbursement for employees attending approved professional meetings, seminars, and similar work-related activities.
- x. All officers, program staff, supervisors/managers, and other staff (as determined by the Facility Superintendent/Director) assigned to residential facilities are required to complete the Pressure Point Control Tactics (PPCT) course with an eight (8) hour refresher course three (3) times a year. Failure to complete the program will result in remedial training. Continued failure to complete the program may result in disciplinary action and/or dismissal.
- y. All supervisors/managers/FTOs shall successfully complete the mandatory Division of Personnel (DOP) Training Program as outlined in DOP policy Supervisor/Manager Training Program. This training will be coordinated through the Training Department.
- z. All employees shall attend training programs as approved by the Director, Deputy Director, or Facility Superintendent/Director. The Facility Superintendents/Directors shall be responsible for ensuring that all prospective employees are informed of the training requirements during the initial pre-employment interview. Each prospective employee will execute Acknowledgement of Staff Training Requirements (Attachment #2). This form shall be placed in the employee's personnel file upon employment.

## 12. Program Planning and Coordination

- a. The Division's staff development and training program shall be planned and coordinated by the Training Department. The training program shall be developed, evaluated, and updated annually based on current job-related training needs. The training program may also consist of online courses made available and approved by the Training Director or his/her Designee. There will also be opportunities made available for staff to test or comp out of certain approved courses.
- b. The Division will have a Training Advisory Board whose purpose is to evaluate the effectiveness of current training and make recommendation for future training curriculum. The board will be comprised of representatives from the Training Department, each Field Training Officer, and others as deemed necessary by the



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Training Director.

- i. The Training Director or designee will chair the Advisory Board and schedule meetings with the board as deemed necessary, but no less than once a year.
  - ii. The Training Director or his or her designee will forward an after-action report to the Deputy Director indicating the Advisory Board's decisions and/or recommendations.
- c. Library and reference services shall be available to complement the staff development and training program.
  - d. Adequate space shall be made available for the training and staff development program.
13. Training orders will be submitted to all persons attending training. Failure to attend/comply with the training order may result in disciplinary action.
  14. DJS instructors must complete the Instructor Training Information Form (Attachment #3) for each training class. This form must be submitted to the Training Department within seven (7) calendar days of the conclusion of the training.
  15. For standardization purposes, the altering of any format to any Division policy attachment is prohibited, other than to complete the information required on the form itself.
  16. Each facility will adopt this policy in its entirety and no Operational Procedure will be developed.

**RIGHTS RESERVED**

The Director reserves the right to modify, suspend or cancel any provision herein in part or entirety, without advance notice, unless prohibited by law.

APPROVED:

*William K. Marshall*  
 Director

*Jan 1st 2013*  
 Date



## Student Training Information Form

***This form must be completed by all DJS employees desiring to receive credit for training they have received. The form must be submitted to the Field Training Officer within fifteen (15) calendar days of the conclusion of the training to ensure proper and accurate recording of training received. Documentation that must accompany this form will include one of the following: agenda, certificate of completion or class roster.***

**PLEASE PRINT OR TYPE**

**Name:** \_\_\_\_\_ **Facility:** \_\_\_\_\_  
**Position** \_\_\_\_\_  
**Title:** \_\_\_\_\_

Dates attended	Location	#Of Hours
<b>Course title(s)</b>		
<b>Course Description(s)</b>		
<b>Instructor Name(s) and Title(s)</b>		

### Indicate Type of Training

- |  |  |
|--|--|
| <input type="checkbox"/> Class<br><input type="checkbox"/> Conference<br><input type="checkbox"/> Work Book Course<br><input type="checkbox"/> College Course / Job Specific | <input type="checkbox"/> Meeting<br><input type="checkbox"/> Cross Training / OJT<br><input type="checkbox"/> Distance Learning Course<br><input type="checkbox"/> Specialized |
|--|--|

***I hereby certify I attended /participated in the described training and request training credit for the number of hours noted above.***

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed and Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
Training Director/Field Training Officer/YRC Program Director

**West Virginia Division of Juvenile Services**

**Acknowledgment of Staff Training Requirements**

Name \_\_\_\_\_ Date \_\_\_\_\_

Facility \_\_\_\_\_

I, \_\_\_\_\_, certify that I have been advised of the training requirements established for all Division of Juvenile Services employees by Policy 162.00 – Training and Staff Development or Policy 811.00 – Youth Reporting Center Staff Training, as applicable.

I will be required to:

- Complete the Orientation Program prior to being independently assigned to duty.
- Attend and successfully complete the Basic Training Program as outlined in section 11.d., Training Requirements, of DJS Policy 162.00 – Training and Staff Development. This Program is a four-week on-site Academy held at the DJS Training Center, located at Cedar Lakes Conference Center in Ripley, WV, and will be scheduled within the first two (2) years of employment. This applies to residential facility staff only.
- Successfully complete an approved In-Service Training Program annually.
- Successfully complete the Division’s self-defense program by meeting the required re-certifications quarterly or annually, as prescribed.
- Attend and successfully complete Specialized Training Programs as approved by the Director, Deputy Director, Training Director, Facility Superintendent/Director and/or YRC Program Director.

I understand that completion of the requirements set forth above is a condition of employment. Disciplinary action, including reprimands, suspensions, and ultimately dismissal may be taken against any employee who fails to meet these requirements.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Signature of Interviewer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



# Instructor Training Information Form

*This form must be completed by all DJS instructors to receive credit for training they have provided. The form must be submitted to the Training Department within seven (7) calendar days of the conclusion of the training to ensure proper and accurate recording of instructor hours. This form must be sign by the FTO/Training Director in the facility where the training occurred before it is submitted.*

**PLEASE PRINT OR TYPE**

**Name:** \_\_\_\_\_ **Facility:** \_\_\_\_\_  
**Position** \_\_\_\_\_  
**Title:** \_\_\_\_\_

Date(s) Conducted Training	Location	No. of Hours
<b>Course title(s)</b>		
<b>Course Description(s)</b>		
<b>Number of Students</b>		

**Indicate Type of Training**

- |  |  |
|--|--|
| <input type="checkbox"/> Class<br><input type="checkbox"/> Conference<br><input type="checkbox"/> Work Book Course<br><input type="checkbox"/> College Course / Job Specific | <input type="checkbox"/> Meeting<br><input type="checkbox"/> Cross Training / OJT<br><input type="checkbox"/> Distance Learning Course<br><input type="checkbox"/> Specialized |
|--|--|

***I hereby certify I attended /participated in the described training and request training credit for the number of hours noted above.***

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed and Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
 Training Director/Field Training Officer