

POLICY AND PROCEDURES

NUMBER: 302

SUBJECT: Annual In-Service Training

ACA STANDARDS: 4-ALDF-7B-07, 08, 10, 10-1, 11

DIRECTOR: Herbert Bernsen

EFFECTIVE DATE: 4/1/86 REVISION DATE: 3/1/90, 9/97, 12/99,
12/01, 7/04, 10/08, 10/11, 12/16



I. POLICY

The St. Louis County Department of Justice Services shall ensure that quality in-service training is provided for all Department employees each calendar year, to keep staff informed of the current corrections philosophies and practices, to maintain the orderly operation of the Justice Center and to ensure the security of the facility, staff, inmates and the public.

II. RESPONSIBILITIES

All St. Louis County Department of Justice Services ' staff are responsible for the following procedures.

III. DEFINITIONS

In-Service Training: Structured training designed to maintain and improve staffs' knowledge and compliance with established department policy, to expose staff to newly developed policies and procedures, and to reinforce their understanding of the fundamental issues involved in corrections.

Administrative/Management Staff: Staff that are responsible for the administration and management of the Department, which include:

- A. Department Director
- B. Internal Affairs Officer

- C. Fiscal Services/Human Resources Superintendent, Accreditation Manager, Unit Managers, Corrections Program Managers, Court Services/Bonding Supervisor, Food Service Manager
- D. Superintendent of Security, Intake Service Center Manager, Superintendent of Community Corrections
- E. Training Specialist, Warehouse Supervisor.

Custody Staff: All staff employed under the job classification of:

- A. Corrections Officer I
- B. Corrections Officer II
- C. Corrections Officer III

Support Staff with Daily Contact with Inmates: Staff that work in non-custody areas but have regular contact with the inmates on a daily basis are:

- A. Cooks/Lead Cook
- B. Corrections Medicine staff
- C. Corrections Case Managers

Support Staff: Staff that do not generally have contact with the inmates but perform services that directly affect the operation of the facility include:

- A. Office Service Representatives
- B. General Services Specialists, Bonding/Records Specialist.
- C. Mail Room Clerk, Property Clerks, Bonding/Records Clerks, Lobby Clerks

Vendors: An employee from an outside company that works in the St. Louis County Jail.

- A. Commissary
- B. Inmate charge phones

IV. PROCEDURES

A. Minimum Requirements

- 1.** In order to maintain the high level of professionalism necessary to ensure the orderly and safe operation of the facility, employees will be required to complete a minimum number of hours of training per year, depending on the employee's job classification. The requirements will be:
 - a.** Administrative/Managerial staff - 24 Hours
 - b.** Custody staff - 40 Hours
 - c.** Support staff with daily contact - 40 Hours
 - d.** Support staff - 16 Hours

B. Training Structure

- 1.** In-service training will be accomplished through daily staff briefings, floor specific briefing, cross-training on various posts, courses in the St. Louis County Department of Justice Services' Training Academy, St. Louis County Division of Personnel and outside seminars and conferences.
- 2.** Training completed during the daily briefings will be conducted by the Watch Commander/designee, and the Unit Managers/designee. This training will deal primarily with familiarizing staff with present policies, changes to the present policies or new policies being added to the Standard Operations Procedure manual. Floor specific briefings will be conducted by Custody staff designated by the respective Unit Manager and will deal primarily with familiarizing staff with present policies/post orders, changes to the present policies/post orders or new policies/post orders being added to the Standard Operations Procedure manual.
- 3.** The Training Academy will include a structured course of study using the Internal Affairs Manager, qualified staff from the various divisions and professionals from outside agencies as instructors. The course of study will be determined by the Training Specialist and the staff's classification of employment and may include, but is not limited to:

- a. Philosophies of Direct Supervision
 - b. Interpersonal Communications/Inmate-Staff Relationships
 - c. Ethics/Standards of Conduct
 - d. Emergency Procedures
 - e. The Integrated Jail Management System/Computers
 - f. Security/Surveillance Systems
 - g. Understanding and Dealing with Mentally Challenged Inmates
 - h. Suicide Intervention/Prevention
 - i. First Aid/CPR Certification
 - j. AIDS - Dealing with HIV Positive Inmates
 - k. Gang Affiliations
 - l. Use of Force Continuum/Pepper Spray Certification/Taser Certification
 - m. Report Writing
 - n. Inmate Rights/Rules and Regulations.
 - o. American Disability Act
 - p. Sexual Harassment/Sexual Misconduct with Inmates
4. Course studies for Administrative/managerial staff will incorporate courses specifically designed for staff in those positions and may also include some of the courses previously listed. The core curriculum will include:
- a. General Management
 - b. Employee-Management Relations
 - c. Conflict/Resolution

- d. Operations of the Criminal Justice System
 - e. Relations with Outside Agencies.
5. In addition to the studies listed above, Division Heads, managerial staff, Food Service Manager, Lead Cook and the Office Supervisor will be required to complete the International City/County Manager's Association (ICMA) Certificate Program (See Attachment #1) within three (3) years of his/her promotion to a supervisory position. Six (6) courses, (40.5 Hours) and a 360 degree feedback session, must be successfully completed to receive the ICMA Certificate.](See Attachment 1)

NOTE: All facility managers and supervisors will receive at least 40 hours of management/supervisory training during their first year.

6. Required In-service training for Corrections Officer II's and III's will include the following:
- a. The American Correctional Association Correctional Transition to Correctional Supervisor Course will be completed within the six (6) month promotion probationary period following a promotion. Credit for forty (40) hours of training will be authorized upon passing the test at the completion of the course. The Superintendent of Fiscal/Human Resources is responsible for initiating the course.
 - b. All C.O. II's will be required to complete the required six programs for the ICMA Certificate Program (See Attachment 1) within three (3) years of his/her promotion. All C.O. III's will be required to complete the ICMA Certificate Program (See Attachment 1) within three (3) years of the date they become supervisors, if it has not been completed as a C.O. II.

NOTE: All supervisors will receive at least 40 hours of supervisory training during their first year.

C. Training Material/Aids

1. Training material and references will be drawn from:

- a. The St. Louis County Standard Operating Procedures manual
- b. The Inmate Rules and Regulations manual
- c. Films and videos available from corrections and law enforcement agencies
- d. American Correctional Association Correspondence Courses
- e. St. Louis County Manager Training and Organizational Development Division, Department of Personnel.

D. Additional Training

- 1. Staff are encouraged to take advantage of additional training offered by the County and various outside agencies, including:
 - a. Training classes from the St. Louis County Department of Personnel, other than the ICMA
 - b. Training classes at the St Louis County Police Academy
 - c. Department of Justice Services' Supervisory Training for C.O. II's and C.O. III's
- [2. All new Corrections Officers will be required to complete one hundred twenty (120) hours of Pre-Service Training and an additional *one hundred and twenty (120)* hours of on-job-training, prior to being assigned to a post. (See Policy #301 Pre-Service/OJT)]

E. Training for Vendors

- 1. Vendor employees who work in the County Jail will be given, at least, 40 hours of training which will include the following policies/procedures annually to review. The vendors employees will sign documentation that the policies/ procedures were given to them and that they did review the policies/procedures. Other policies/procedures may be given to vendor employee throughout the year for their review and will be documented.

- a. Policy 107 Staff/Inmate Communication and Professional Relationships
 - b. Policy 108 Ethical Standards and Conduct
 - c. Policy 109 Confinement and Supervision of Friends, Relatives and Adversaries
 - d. Policy 120 Random Searches/Strip Searches
 - e. Policy 132 Staff Meals/Breaks
 - f. Policy 137 Food Snacks and Beverages at Work Stations
 - g. Policy 141 Sexual Harassment
 - h. Policy 142 Sexual Misconduct with Inmates
 - i. Policy 1205 Inmate Commissary/ Cash Account
 - j. Policy 1907 Hostage Situation
2. The Fiscal/Human Resources Manager will arrange for the Commissary Vendor Personnel to attend a class entitled, “Staff Sexual Misconduct with Inmates”.

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