


NH DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE DIRECTIVE	CHAPTER <u>Training</u> STATEMENT NUMBER <u>1290</u>
SUBJECT: DEPARTMENT OF CORRECTIONS TRAINING PROGRAM PROPONENT: <u>Director of Security and Training</u> <i>Name/Title</i> <u>Commissioner's Office 271-8016</u> <i>Office Phone #</i>	EFFECTIVE DATE <u>02/01/2020</u> REVIEW DATE <u>02/01/2022</u> SUPERSEDES PPD# <u>4.01</u> DATED <u>03/01/2016</u>
ISSUING OFFICER:  <u>Helen E. Hanks, Commissioner</u>	DIRECTOR'S INITIALS: _____ DATE: _____ APPENDIX ATTACHED: YES _____ NO _____
REFERENCE NO: See reference section on last page of PPD.	

I. PURPOSE:

This policy and procedure:

- A. Provides guidance regarding development, facilitation and evaluation of the Department's training program.
- B. Documents minimum training requirements for the New Hampshire Department of Corrections (NHDOC) staff.
- C. Establishes a procedure for application, and reimbursement of training, and travel expenses.
- D. Provides additional training opportunities for professional development.
- E. Establishes continuing training requirements for promotional opportunities.

II. APPLICABILITY:

To all employees.

III. POLICY:

It is the policy of the NHDOC that:

- A. There will be a training bureau that will be overseen by the DOST and will be supervised and staffed by qualified employees.
- B. There will be a training plan that ensures training standards are established and met for each corrections officer (CO), probation/parole officer (PPO), and civilian employee through orientation, initial on-the-job training, the pre-service academy, and annual in-service training.
- C. Each employee shall be provided adequate training before being assigned duties. Prior to successful completion of the new hire orientation and pre-service requirements, staff shall not be left unsupervised at any time, except for positions that do not provide direct care to or supervision of residents. Training requirements are shown on Attachments 1 & 2
- D. The Department shall provide reimbursement to employees for all approved expenses incurred in the performance of their duties including mileage reimbursement for use of personal vehicles when funds

are available. Travel to and attendance at work related activities (including conventions, seminars, tours, conferences, meetings, etc.) must be approved and documented prior to commencing travel. The commissioner is the final approving authority for all training/travel requests, and operationally delegates this authority to the DOST. All requests shall be submitted 30 days prior to the start of the training.

- F. Northern Correctional Facility staff attending the corrections academy who do not or cannot avail themselves of a departmental vehicle shall be paid mileage from their home to the Police Standards and Training Facility on Monday and the return trip on Friday only for each week of academy attendance.
- G. All uniform staff and probation parole officers shall be required to attend and complete the corrections academy or probation parole officer certification training within six months of their initial date of hire (Pol 302.01 (a)). Extensions to this six-month requirement must be approved by the NH Police Standards and Training Council (PSTC) (Attachment 6a).
- H. All non-uniform staff shall attend and complete the first non-uniform staff pre-service training scheduled after initial hire unless excused for reasons as approved by the DOST, but no later than one year after date of hire. Documentation of completion shall be provided via Attachment 5b.
- I. Uniform staff who leave the NHDOC employment and who later return to NHDOC employment with less than a 3-year absence shall be assessed for certification needs by the Police Standards and Training Council (Attachment 16).
- J. Non-uniform staff who leave the NHDOC employment and who later return to NHDOC employment with less than a 3-year absence shall be assessed for training needs by the DOST.
- K. All staff who leave employment with the NHDOC and who later return to NHDOC employment after more than a 3-year absence shall be required to attend the full applicable academy/non-uniform staff pre-service training.
- L. Departmental training records shall be maintained for no longer than seven years after the employee separates from service.

IV. PROCEDURE:

- A. Training shall be coordinated among wardens/directors, the training staff, and the Police Standards and Training Council where applicable. Training shall be approved as to time, content and scheduling by the DOST or designee and, also where appropriate, the director of PSTC.
- B. Training activities shall be coordinated far enough in advance to enable trainers, course developers, supervisors and those to be trained to properly plan (Attachment 17).
- C. The DOST or designee shall be responsible for coordinating and supervising all training and staff development according to an annual plan consisting of annual training bureau goals and annual in-service training requirements for all NHDOC staff. The annual plan shall be developed by the DOST and reviewed annually for approval by the NHDOC commissioner. All training shall be conducted by qualified persons.
- D. Ad hoc members from all disciplines shall be periodically invited to the quarterly training staff meetings for their expert advice and input into the department's training needs.
- E. Trainers' Qualifications and Lesson Plans:
 - 1. Training shall be conducted by persons whose qualifications have been reviewed and approved by the DOST. All full-time training personnel shall have completed a 40-hour train-the-trainer course and have demonstrated competence in the principles of adult learning, instructional techniques and curriculum design.
 - 2. All departmental trainers will use lesson plans that have been reviewed and approved by the DOST, and shall not deviate from the lesson plans. Lesson plans that are not approved shall not be used.
 - 3. Lesson plan cover sheets and plans of instruction shall be submitted in the approved NHDOC lesson plan formats (Attachment 14) to the DOST for review and approval. Lesson plans may be referred to individuals qualified by experience and/or credentials as a subject matter expert in the content of the lesson plan for approval recommendations. In order to be approved, lesson plans shall be operationally relevant, technically accurate, instructionally effective and consistent with pre-service, in-service, Field Training Officer (FTO), and job performance standards. Reviewers shall make suggested revisions, if needed. After needed revisions are made, the revised lesson plan shall again be submitted to the DOST for approval. Lesson plans with content related to medical/psychiatric practices require additional review

and approval by the director of medical & forensic services.

4. Lesson plans shall be developed based on clear, concise and measurable learning objectives.
5. Lesson plans used for CO and PPO certification shall also be reviewed and approved by the PSTC.

F. Cross Training:

1. In order for NHDOC to develop a pool of employees trained to fill vacant positions as they become available, the Department encourages inter-divisional and inter-bureau cross training. When staffing patterns permit and when cross training will result in specific departmental benefits, employees shall be encouraged to apply for cross training opportunities.
2. To apply, employees must complete a NHDOC Cross Training Application form (Attachment 12) that specifies the following:
 - a. Name;
 - 1) Previous and current job titles and responsibilities
 - 2) Length of time in current position
 - 3) NHDOC date of hire
 - 4) Years of continuous NHDOC service
 - b. Area to be trained in;
 - c. Reasons for cross training request;
 - d. How the training will benefit the employee;
 - e. How the applicant will use the training to benefit the Department;
 - f. Proposed training schedule; and
 - g. Estimated expenditures.
3. Specific learning objectives and measuring tool(s) shall be developed and accompany all cross training applications.
4. Cross training applications shall be approved by the applicant's supervisor, warden/division director, cross trainer, cross trainer's division director and the DOST. Approvals must be obtained in the order listed on the Cross Training Application Form. Cross training cannot begin until all approvals are obtained.
5. Transfer of employees to other areas for training purposes shall be handled as a "temporary job reassignment" with the same rate of pay.
6. The following guidelines and limitations shall apply to ensure facility operational needs are met:
 - a. The number of staff permitted to participate for the agency during any months shall be no more than two;
 - b. The maximum number of hours per person shall be no more than 24 hours per month. The hours shall be outlined between the staff person and the supervisor in the Cross Training Request form;
 - c. Approval shall be based on the employee meeting the minimum standards for the job based on the SJD specifically education and experience;
 - d. Requests for cross training shall be triaged according to date of completed cross training application, the completeness of the application, and seniority based on hire date;
 - e. Cross training shall not be granted during July and August;
 - f. Cross training shall not be granted during high leave weeks (e.g. Holidays); and
 - g. Warden/Director shall consider current staffing levels and OT trends when examining cross training requests.

G. The following specific mandatory safety and security rules are established and must be followed by all departmental employees:

1. Supervisors shall ensure that an employee who is assigned to new, different or unfamiliar duties is briefed and provided adequate supervision to provide for the safety of the employee and those around them.
2. Each employee has a duty to advise supervisors or superiors when they are not trained, or if, for the discharge of such duties, additional supervision is needed.

3. When selected for pre-service, in-service, special or other training, each employee shall attend the sessions, pay attention, and try to maximize the benefit from the training. In compliance with NHDOC and PSTC rules, jeans or shorts of any color or style, sneakers, logo T-shirts, etc., shall not to be worn during training sessions. Attendees shall be clean and present a professional appearance. Attendees shall be awarded credit only upon successfully participating in and completing all activities that are part of a training event.
- H. Training Requirements for Promotion:
1. In order to be eligible for promotion staff must have completed applicable training (see attachment 20).
 2. Computer based training shall be available over the department's intranet, or may be requested on disc. While courses may be completed off-line the final exam must be completed on-line via Moodle. The student shall provide the time to complete the CBT course(s).
 3. It is the employee's responsibility to ensure that the training bureau is provided documentation of completion for all outside of DOC training. Training staff shall enter completion information into the training database at the end of each month.
 4. See attachment 20 for approved training courses. The training development manager may approve other courses in substitution or in addition to the courses outlined in attachment 20. Staff shall send detailed curricula, documentation of completion, and the agency's credentials shall be presented to the training development manager. The training development manager shall send a decision response within 30 days of receipt of staffs request. Documentation shall be maintained in the staff's training file. Staff whose requests are denied may be appealed to the DOST.
- I. Orientation Program:
1. All new full and part-time employees shall be provided a comprehensive orientation program (NHDOC PPD 4.02 *Orientation for New Employees*). A designated staff member shall be responsible for the orientation of interns and volunteers.
 2. The human resources division shall notify the training bureau of the anticipated hire date of all new employees.
- J. Corrections academy curricula for corrections officers and probation and parole officers shall be determined in conjunction with the PSTC and is described in Attachment 3 and 4.
- K. Physical Agility Testing:
1. All newly hired corrections officer trainees and probation parole officers shall be required to pass the physical agility test, prior to being accepted into a corrections academy.
 2. Previous employees who are rehired after a break in service of 30 days or more shall also be required to pass the physical agility test, regardless of whether or not they are required to attend the academy again.
 3. A description of the physical agility test and the statement of understanding that new employees sign prior to hire is found in Attachment 11.
 4. Employees hired after 1/1/2001 must pass the physical agility test and receive a physical examination every three years. Physical exams shall be obtained at the employee's expense.
- L. Ongoing in-service training shall enable employees to maintain skills and keep informed of changes in operational procedures. Annual in-service training hour requirements are shown in Attachment 2.
- M. Credit shall be given for prior training received when the prior training meets or exceeds NHDOC requirements. Examples include other corrections training e.g. Taser, related criminal justice training, related military training, etc. The DOST shall validate all previous experience to be credited. Credit for prior training does not relieve the supervisor from responsibility of ensuring that the new employee is trained to perform the required task for the position assigned.
- N. Employee shall be a major consideration in the corrections profession; therefore, security and safety shall be stressed during all training sessions. All employees shall maintain appropriate levels of physical fitness and defensive tactics abilities commensurate with their job responsibilities.
- O. Initial/Recurring Certification:
1. Initial certification shall be obtained before an individual completes their probation period. Mandatory training requirements for initial certification are shown in Attachment 1. Hours shown on Attachment 2 are intended to be a reasonable estimate based on the following factors:
 - a. Use of the approved lesson plan specifying activities, equipment and materials to be used;

- b. Random distribution of participants in terms of their prior experience and skill level with the subject matter;
 - c. Average class sizes of 20-25 students;
 - d. Training environments conducive to learning; and
 - e. Training facilitated by experienced instructors.
 - f. There are occasions, however, when these factors can vary and the time required for instruction will deviate from the times specified on Attachment 2. In those occasional cases participants shall be given the credit specified in Attachment 2. However, if an instructor finds that instruction is routinely taking significantly less time than specified in Attachment 2, the instructor shall initiate a review of the situation by the training development manager.
2. The wardens/directors are responsible for scheduling their employees for recertification training.
 3. Medical, education, vocational training, mental health and other personnel whose career field has continuing certification or education requirements are individually responsible to meet such requirements. Such individuals shall ensure that the required courses are taken and that appropriate documentation is provided for filing in their personnel files. Such individuals may request assistance from the Department through appropriate channels. Supervisors shall evaluate such requests in light of the Department's ability to assist such endeavors.
 4. Individual employees are responsible to ensure that they attend the mandatory courses to obtain the certification or recertification required to perform and remain qualified in their individual duties and job requirements.
 5. Employees who do not maintain required certification for their respective position shall be subject to dismissal.

P. Responsibilities:

1. Corrections officer pre-certification training shall be under the direct supervision of the director of security and training, and will be approved by the commissioner of corrections and the director of the PSTC.
2. PPO certification training shall be under the direct supervision of the DOST, and the director of field services. The commissioner of corrections and director of the PSTC shall approve the training program.
3. Division directors are responsible to ensure that their employees are scheduled to attend orientation, pre-service academy, and annual in-service training.
4. All employees are responsible for participating in the prescribed required annual training as noted in Attachment 2. Any employee who fails to meet the required training may be subject to disciplinary action.

Q. Outside and Other Agency Training:

1. Subject to approval by the DOST, training at other locations and by other agencies may be substituted for departmental training. Such substitute training may include formal training classes, conferences, seminars, tours and meetings. Such requests for training at other than Department-planned training sessions shall be made on the Request for Training/Travel form (Attachment 9).
2. NHDOC employees are encouraged to participate in outside agency training that relates directly to the performance of their job and/or the achievement of their goals for professional career development in the field of corrections. It is the responsibility of the employee's supervisor to recommend an employee's training request only after determining that the criteria are met. Requests for training that do not meet the criteria should be returned to the employee signed "disapproved" by the supervisor and should include the reason for the "disapproval". A completed Request for Training/Travel form (Attachment 9) must be submitted for all outside agency training requests. See section R for instructions on completing this form.
3. The following procedures shall be followed by employees requesting outside agency training:
 - a. *To attend PSTC training:* A completed PSTC Course Registration Application (Attachment 6) and a Request for Training/Travel (Attachment 9) shall be submitted to the employee's warden or director who shall review both forms, and indicate approval or disapproval. The warden/director submits the PSTC Course Registration Application and Request for Training/Travel to the training development manager for final processing. The training bureau shall submit the approved

applications to PSTC. Training staff shall notify the employee of the acceptance or rejection of the application by PSTC.

- b. To attend training offered by NH Division of Personnel, Bureau of Education and Training: A completed Bureau of Education and Training Registration (this can be found in the Division of Personnel's course catalogue) and a Request for Training/Travel (Attachment 9) shall be submitted to the employee's warden/director who shall review both forms, and indicate approval or disapproval. The warden/director shall submit the Bureau of Education and Training Registration form to the training development manager for processing. The training bureau shall submit approved forms to the Bureau of Education and Training. The training bureau shall notify the employee of acceptance or rejection by the Bureau of Education and Training. This procedure does not apply to the Certified Public Supervisors Program or the Certified Public Manager Programs, Levels I and II. Application procedures for these programs will be announced (See X. 2. Below).
 - c. To attend training offered by other NH State agencies: Submit the agency's registration form and the Request for Training/Request for Travel to the warden/director. After review and acceptance by all approving authorities the employee shall be notified by the training bureau. In cases of rejection, the employee shall be notified by the rejecting party.
 - d. To attend NIC training: Applicants for NIC training shall be selected by all approving training authorities. The training bureau approves applications to NIC. Airfare and lodging is paid for by the NIC. Reimbursement for travel expenses not paid for by the NIC (airport shuttle, etc.) shall be requested upon the employee's return using a travel voucher.
4. Each employee shall be responsible for submitting proof of attendance to the training bureau. Copies of certificates received at the training event shall be considered proof of attendance. If certificates are not issued, the employee shall complete and submit conference and workshop documentation (Attachment 8). Without documentation, employees cannot be given credit for completion of training. Failing to provide confirmation of attendance in a timely manner may result in the employee not receiving credit for attendance.

R. Training/Travel Requests:

1. Requests for Training/Travel that require training funds shall be submitted at least 45 days in advance of the training event.
2. In order to prevent missed opportunities, staff may register for free training once approval is granted from their warden/director and the approval is documented on the Training/Travel form. Self-registration is necessary and documentation to the training bureau of course completion is the responsibility of the staff member.
3. The employee requesting travel shall complete the Request for Training/Travel Form (Attachment 9). Literature (brochures, fliers, etc.) showing the names and telephone numbers of the training event contact person shall be included with the request so that financial services may obtain tax information. The training bureau shall notify staff and manage registration.
4. Completed registration forms shall accompany requests for training/travel. Incomplete registration forms shall be returned to the applicant. Training bureau staff shall coordinate on-line registrations with the employee.
5. If appropriate, the form shall be sent to the grants program coordinator to approve grant funds before processing to the DOST.
6. The warden/director may deny a request from any employee within their organization. The employee shall be notified and informed of the reasons for denial: i.e., no funding, other mission requirements, not applicable to position in division, etc.
7. Training requests shall be clearly and completely filled out, and include the following:
 - a. How this training enhances their job performance; and
 - b. All costs associated with the training.
8. Authorization for training shall be based on availability of funds, job relevance, and benefit to the Department and to the State.
9. If prepayment of registration fees and/or travel expenses (e.g., airline tickets) is desired, the following procedure must be followed by the employee:

- a. To the *original approved* Request for Training/Travel form, attach the following:
 1. Completed registration forms with a e-mail or fax number of the training agency/company;
 2. Invoice for the airline tickets from an approved travel agency; and
 3. Copies of the training agenda/description.
- b. These documents shall be delivered to the DOST 45 days before the training event, and the DOST shall deliver these documents to financial services at least 30 days in advance of the training event. Requests for prepayment sent less than 30 days in advance of the event shall not be processed and the employee shall pay registration and travel costs and submit a travel voucher after returning from the training event.
- c. The training agency/company shall send confirmation of registration directly to the individual employee. However, the employee may contact the training bureau two weeks after submitting the request for prepayment to verify payment.
- d. No prepayment shall be made for lodging and meal expenses. Employees will be reimbursed for these expenses in accordance with current NHDOC policies and procedures.

S. Reimbursement for Travel Expenses:

1. Original receipts shall be obtained for hotel bills, meals, tolls, airfare, and all other expenses incurred, and submitted with the completed travel voucher in order to receive reimbursement. Credit card receipts are not acceptable. Alcoholic beverages and tips are not reimbursable.
2. Completed travel vouchers with receipts attached shall be submitted within five 5 workdays of return from travel to the office of financial services, which shall verify approval of the travel, expenses and process the documents for payment. Please refer to the travel rules printed on Form A-4 Payment Voucher – Travel.
3. All travel vouchers submitted for reimbursement shall show a detailed explanation of the mileage incurred along with corresponding dates and actual miles traveled supported by odometer readings. Reimbursement for all mileage incurred shall only be calculated for the most direct routes to the final destination.
4. All travel vouchers shall be initialed as approved by the appropriate warden/director before submission for payment.
5. In those areas where a state vehicle is assigned, requests for personal vehicle mileage reimbursement will not be approved without certification from the respective warden/director that the state vehicle was in use or unavailable at the time and the use of the private vehicle was authorized by the employee's immediate supervisor prior to the mileage being incurred.
6. All NHDOC employees must have completed Defensive Driver Training before operating a state vehicle.
7. Consistent with the Administrative Services Manual of Procedures, ADM 308.3 I, it is necessary for everyone who is paid mileage for the use of their private vehicles to attach documentation of insurance (Attachment 10) to the travel reimbursement request. While the State may assume responsibility for suits arising from the operation of a private vehicle for governmental purposes, it nevertheless requires that the operator maintain insurance on their vehicle. Attachment 10 of this policy shall be completed and filed with the Director of Administration by each individual operator before mileage payments will be made to that operator.
8. Employees who are frequent travelers should submit travel expense vouchers every two weeks or a minimum of once each month. Periodic travelers must submit vouchers immediately at the conclusion of a trip. Additional travel rules are provided under General Provisions of the Travel Payment Voucher Form #A-4.
9. Students traveling to the corrections academy from the Northern Correctional Facility shall be provided meals and housing.

T. Computer Based Courses are available through the training bureau. The average passing grade for DOC on-line courses is 70 unless otherwise indicated. Two consecutive failures of any on-line course require a 30-day waiting period before another attempt is permitted. Each subsequent failure after the third attempt shall require a 60-day waiting period before other attempts are permitted.

U. On-the-Job Training (OJT):

1. Initial OJT including Field Training by Field Training Officers (FTO) for work site specific orientation and training of newly assigned personnel is the responsibility of each warden/director. Technical assistance is available from the training bureau upon request.
 2. Additional OJT and cross training conducted at the duty station shall be documented (Attachment 7) and submitted to the training bureau for inclusion in the training record.
 3. See PPD 1203 Field Training for Corrections Officers for a requirements of the correctional officer field training program.
 4. See PPD 1204 (Under development) Field Training for Probation and Parole Officers for requirements of the PPO field training program.
- V. Administrative and managerial staff shall seek training appropriate to their job responsibilities in addition to attending required annual in-service training.
- W. Additional Education and Training
1. All employees are encouraged to continue their education. Efforts shall be made to coordinate education activities with staff responsibilities, where accommodations can rationally be made.
 2. Employees are not restricted to in-service training in a specific discipline and are encouraged to attend training in any in-service program (except use of force and firearms) to broaden their knowledge of the corrections profession.
 3. The DOC promotes and supports employee participation in work related workshops, seminars and other formal programs, providing that comparable training is not available using usual training bureau resources.
- X. Specialized Training
1. Instructors:
 - a. The training bureau will publish a need for instructors when a need exists. Applicants shall go through the normal application process and those applicants that receive their warden/director's support shall be considered by a three person committee who shall review the applications for completeness. Those that are complete shall be moved on and the applicant's personnel files and training records shall be reviewed to determine those who will fill the instructor vacancies.
 - b. All Instructor applications shall include the Application for Instructor Certification (Attachment 13).
 2. Certified Public Supervisor/Certified Public Manager/Other
 The department will strive to fund one or two persons to participate in each of these programs yearly. Applicants shall go through the normal application process and those applicants that receive their warden/director's support shall be considered by a three person committee who shall review the applications for completeness. Those that are complete shall be moved on and the applicant's personnel files and training records shall be reviewed to determine those who will participate in the programs.

REFERENCES:

Pol 302.01
 ADM 308.3
 PPD 4.02, 4.05

Prison RAPE Elimination Standards
 115.31

National Commission on Correctional Health Care Standards
 P-E-04: Health Training for Correctional Officers

Other

PPD 4.05 Field Training Officer Program
PPD 5.20 Firearm

KENCH/lb
 Attachments