


NH DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE DIRECTIVE	CHAPTER <u>Training</u> STATEMENT NUMBER <u>4.05</u>
SUBJECT: FIELD TRAINING FOR CORRECTIONAL OFFICERS PROPONENT: <u>Christopher Kench, Director</u> <i>Name/Title</i> <u>Commissioner's Office 271/8016</u> <i>Office Phone #</i>	EFFECTIVE DATE <u>08/14/2018</u> REVIEW DATE <u>08/14/2020</u> SUPERSEDES PPD# <u>4.05</u> DATED <u>12/30/12</u>
ISSUING OFFICER:  Helen E. Hanks, Commissioner	DIRECTOR'S INITIALS: _____ DATE: _____ APPENDIX ATTACHED: YES _____ NO _____
REFERENCE NO: See reference section on last page of PPD.	

I. PURPOSE:

To establish guidelines for the Department of Corrections Field Training Officer (FTO) Program.

II. APPLICABILITY:

To all Division Directors, Supervisors and selected Field Training Officers.

III. POLICY:

It is the policy of the New Hampshire Department of Corrections to:

- A. Provide field training to all newly hired correctional officers. Recognizing that Field Training Officers (FTOs) play a critical role in the professional development of newly hired staff. Candidates to serve as Field Training Officers shall have demonstrated skills and abilities in the following areas:
1. Professional appearance and demeanor;
 2. Detailed knowledge of the policies, movements, schedules and programs specific to that facility;
 3. Patience and maturity to work with newly hired staff, who in most instances, are unfamiliar with Corrections work;
 4. Interest in wanting to share their professional knowledge and experience;
 5. A positive attitude toward the fulfillment of the Mission and Values Statements of the Department;
 6. The willingness to assume responsibility for supervising Probationary Officers;
 7. Written and verbal communication skills;
 8. Judgment and experience to evaluate the strengths and deficiencies of another employee.
- B. Ensure that all candidates selected to serve as FTOs complete initial and concurrent FTO Training Programs prior to assignment.
- C. Ensure that the training requirements of the program will be established and records maintained by the Training Bureau.

IV. PROCEDURE:

A. Selection

1. A staff member interested in serving as a Field Training Officer (FTO) is required to complete and submit an application (attachment 1). Applications will be held on file for one year or until such time as additional FTOs are needed. When the need arises the Training Bureau will seek applicants to fill the need and schedule an Applicant Review Board. In addition to the skills and abilities described above, all applicants must meet the following standards to be given further consideration:
 - a) Have at least one year experience as a NH Department of Corrections certified officer (i.e. one year served since graduation from the Corrections Academy);
 - b) Be free of formal disciplinary action for a period of two years from the date of the application;
 - c) Volunteer for the position;
 - d) Be current with their physical fitness test requirements.
 - e) Have met or exceeded standards on all phases of their most recently completed employee performance evaluation.
2. Upon meeting the standards articulated above, each applicant is required to appear before an Application Review Board comprised, in part, of current FTOs. The board will review the application, ask relevant questions concerning the qualifications/experience of the applicant and make a recommendation as to the suitability of the candidate for the position. Applications of those recommended by the board will be forwarded to the Training Bureau for review and recommendations will be made to the Director of Security and Training, who in consultation with the facility Warden, approves all FTO selections.
3. The Training Bureau shall be responsible for the attendance, scheduling, coordinating and supervising of all FTO training from the beginning of employment through the completion of Phase III. All training shall be conducted by qualified persons and coordinated with other training programs. Each facility will monitor Probationary Officer performances through the completion of Phase IV and recommend remedial training if/when required.

B. Field Training Officer Responsibility

1. An FTO is an experienced correctional officer responsible for providing a defined course of instruction to a Probationary Officer. Written documentation of a Probationary Officer's progress is an essential component of the program. In addition to providing field training to a Probationary Officer, FTOs are expected to provide feedback of training needs to the Training Bureau. A goal of the FTO Program is to ensure that the Probationary Officer has received training and demonstrated proficiency in the field, functions learned in the classroom or static surroundings. FTOs will adhere to the lesson plans contained in the Probationary Officer Manual.
2. FTOs will be responsible to record/report a Probationary Officer's progress on the FTO Module Performance Checklists (attachment 5 pages 13-38). These checklists also record the Probationary Officer's acknowledgement of such reporting.
3. FTOs will be responsible for evaluating the new employee using the FTO Weekly Evaluation (attachment 2) and Special Observation Forms (attachment 3) during Phase I and Phase III. The standardized evaluation guidelines may be modified to meet specific agency needs with the approval of the Training Bureau. The completed forms will be sent to the Training Bureau.
4. Facility Operations will collect completed Probationary Officer Facility Observation Form (attachment 4) and return it to the facility's Training Office prior to the expiration of the Probationary Officer's probationary period. The Special Observation Form may be used by any supervisor to document probationary officer performance during any portion of the officer's probationary period.
5. Completed FTO training packets will be forwarded to the Headquarters Training

Bureau office for inclusion in the officer's training file at the conclusion of Phase IV.

C. Field Training Officer Program Training Phases

1. The FTO Program will be divided into four phases of training for the newly hired officer, Pre-Academy, Academy, Post-Academy and Probationary Period.
 - a) Phase I is the Pre-Academy Training that occurs after the initial employee orientation and before attendance at the Corrections Academy in accordance with PPD 4.01 Department of Corrections Training Policy and Program and 4.02 Orientation for New Employees. Weekly evaluation forms will be filed out by their FTO at the conclusion of each week of Phase I using a Weekly Evaluation Form.
 - b) Phase II is the Corrections Academy.
 - c) Phase III is the Post-Academy Training. This period requires that the Probationary Officer is assigned to work under the direct supervision of their FTO. Although participants are graduates of the Academy, they are to always be assigned duties and responsibilities in concert with their respective FTO. This phase of the training includes performance assessments and is divided into four steps. Each step will be one week in length. Successful completion by a Probationary Officer shall allow progression to the next phase. The learning objectives and standards of performance for each subject area are specified in the Probationary Officers Manual. (NOTE: some areas are assessed in numerous steps):
 - (I) Phase III Step I – the Probationary Officer may be observing most of this step. When sufficient training has been given, the Probationary Officer will be allowed to perform some of the following tasks themselves:
 - (a) Appearance;
 - (b) Counts (formal, census and emergency);
 - (c) Key control;
 - (d) Movement passes;
 - (e) Searches (pat, strip, visual and cell);
 - (f) Handcuffing;
 - (g) Rounds and security checks;
 - (h) Radio procedures.

Probationary Officers with more than ten weeks of pre-academy service shall have the ability to demonstrate skill proficiency to their FTO by requesting an immediate assessment and "test-out" of Phase III Step 1.
 - (II) Phase III Step 2 – the Probationary Officer will be required to display the ability to perform the following listed functions in a field environment (non-static) to the satisfaction of their FTO:
 - (a) Control room operations and procedures;
 - (b) Report writing (disciplinary, incident and intelligence);
 - (c) Specimen collection;
 - (d) Evidence preservation;
 - (e) Inmate mail procedures;
 - (f) Visiting room procedures;
 - (g) Cell searches;
 - (h) Radio procedures;
 - (i) Medication procedures.
 - (III) Phase III Step 3 – the Probationary Officer will be required to display the ability to perform the following listed functions in a field environment (non-static) to the satisfaction of their FTO:
 - (a) Cross gender practices;
 - (b) Report writing (disciplinary, incident and intelligence);
 - (c) Evidence preservation;

- (d) Cell searches;
 - (e) Handcuffing;
 - (f) Radio procedures;
 - (g) Medication procedures;
 - (h) Transportation
 - (I) Hospital Duty
 - (J) Suicide Watches
- (IV) Phase III Step 4 – the Probationary Officer will be observed and evaluated in all of the functional areas contained in the prior steps. This observation will be performed in a field environment (non-static).
- (V) Weekly observation reports will be filled out by their FTO at the conclusion of each week of Phase III using a Weekly Evaluation. This evaluation will address the following areas:
- (a) Appearance;
 - (b) Attendance;
 - (c) Listening skills;
 - (d) Officer safety;
 - (e) Verbal skills (in stressful and non-stressful conditions);
 - (f) Field performance (in stressful and non-stressful conditions);
 - (g) Attention to detail;
 - (h) General knowledge;
 - (i) Decision making skills;
 - (j) Self-initiated field activity;
 - (k) Professionalism;
 - (l) Integrity;
 - (m) Acceptance of feedback;
 - (n) Attitude towards corrections and training;
 - (o) Relationships with inmates;
 - (p) Relationships with staff;
 - (q) Cooperation/teamwork;
 - (r) Relationship with citizens.
- (VI) Special Observation Reports will be filled out by any FTO, FTO Coordinator or Probationary Officer Supervisor for actions that warrant immediate attention. This report will enable immediate corrective action in response to a negative conduct or training events.
- (VII) Phase IV begins immediately after the Probationary Officer is released from Phase III and will continue until the conclusion of their probationary period. During this phase, the Probationary Officer's Supervisor will complete no less than two Probationary Officer Evaluations. The facility training office will provide the evaluation forms. There will be one filled out halfway between the completion of Phase III and the end of the probationary period. The second will be completed prior to the completion of the probationary period. This will permit an opportunity for corrective action with officers not performing to established standards.

D. Remedial Training

Remedial training is a vehicle that can be used at any phase of the probationary officer cycle. If at any time, a Probationary Officer displays the need to revert back to a prior phase or step in training, the FTO will report this to the facility Training Office. The Training Officer will make the final decision as to whether or not this is warranted and where in the training cycle the Probationary Officer will go.

REFERENCES:

Standards for the Administration of Correctional Agencies
Second Edition Standards

Standards for Adult Correctional Institutions
Fourth Edition Standards

Standards for Adult Community Residential Services
Fourth Edition Standards

Standards for Adult Probation and Parole Field Services
Third Edition Standards

Other

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Attachments