

<p style="text-align: center;"><b>STATE OF VERMONT</b> <b>AGENCY OF HUMAN SERVICES</b> <b>DEPARTMENT OF CORRECTIONS</b></p>	<p><b>#106</b></p>	<p><b>Page 1 of 6</b></p>
<p><b>Staff Onboarding Training Standard Operating Procedure</b></p>		
<p><b>Security Level: “B” – Anyone may have access to this document.</b></p>		
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**GENERAL PROCEDURES**

This document establishes the procedures for the Department of Corrections’ (DOC’s) policy on onboarding training for all DOC staff including developing, and managing, the Vermont Correctional Academy (VCA) and its complementary on-the-job training (OJT) all facility and field staff must complete when they onboard.

**A. Onboarding Training**

1. All DOC staff who are new hires, rehires, transfers, or appointments, shall complete the onboarding training described in tier one, as well as any foundational or position specific training related to tier two and tier three of the training framework, in accordance with the policy on staff training. The OPSC shall:
  - a. Coordinate the implementation of onboarding training;
  - b. Review any onboarding training that is position specific; and
  - c. Ensure that the staff member’s site manager or supervisor confirms that all newly hired, promoted, or transferred staff successfully complete their onboarding training.
2. All onboarding training shall:
  - a. Integrate best practices and training methods that support adult learners;
  - b. Align with DOC’s mission, vision, and values as well as related DOC Policies; and
  - c. Be gender responsive, trauma informed, and rooted in equity.

## **B. Onboarding Training for New Hires**

1. Onboarding Training at a Facility or Field Site.
  - a. The Vermont Correctional Academy (VCA) and the complimentary On-the-Job training (OJT) is the DOC's primary intensive training program that is designed to provide trainees who will work at a facility or at a field site with the knowledge, and skills to successfully fulfill their job duties. The VCA consists of classroom instruction while the OJT provides trainees with a position specific practicum.
  - b. All individuals who are hired to work as uniformed staff, facility casework staff, community correctional officers (CCO), and probation and parole officers (PPOS) shall satisfactorily complete the Vermont Correctional Academy (VCA) and its complimentary on-the-job (OJT) program within six months of hire.
  - c. All new hires who may have direct contact with individuals under the custody or supervision of the DOC shall complete a criminal history records review and attend the appropriate trainings, in accordance with the policy on personnel hiring and onboarding.
  - d. The Vermont Correctional Academy
    - i. The VCA is governed by a set of established rules and training standards. The OPSC staff shall create all VCA curricula, in partnership with other DOC subject matter experts, as applicable, and oversee the operations of the VCA as described herein.
    - ii. All trainees of the VCA shall receive a training manual that includes descriptions of the curricula, the VCA rules and standards, schedule, and the DOC's mission, vision, and value statements.
    - iii. The VCA instructors shall inform a Deputy Director of OPSC of any personnel issues that may occur during the VCA or its complimentary OJT.
    - iv. The OPSC shall ensure access to training assistant (TA) who provide on-site supervision, mentoring, and coaching of trainees at the academy each week.
      - a) The TAs shall follow the expectations and procedures, in accordance with the OPSC TA Manual.
      - b) All TAs shall be staff who work in a facility or at a field site.
    - v. VCA Curricula

- a) The curricula shall include the following general topic areas:
    - 1) An orientation to the academy, its rules, and regulations;
    - 2) Ethics and the corrections professional;
    - 3) Rights and responsibilities of individuals who are incarcerated and supervised by the DOC;
    - 4) Medical and mental health;
    - 5) Sexual abuse/assault;
    - 6) Supervision of individuals in the custody of DOC;
    - 7) Conflict and crisis management;
    - 8) Security Management;
    - 9) Emergency prevention and response; and
    - 10) Peer support.
  - b) VCA instructors shall submit all curricula, including materials related to curricula development (e.g., course outlines, content summaries), to a Deputy Director of OPSC for final review and approval. A Deputy Director of OPSC shall:
    - 1) Review the curricula and training plans at regular intervals;
    - 2) Ensure that all curricula and training plans are designed to meet the needs of adult learners;
    - 3) Evaluate and update curricula based on current DOC position specific training needs, and best practices; and
    - 4) Maintain an ongoing record of all instructor credentials, in accordance with the VCA standards and procedures.
- vi. Operations of the VCA.
- a) Record keeping.
    - 1) The OPSC shall maintain accurate and complete records of trainees who complete the VCA. Once a trainee receives an assignment at a DOC facility, or field site, the OPSC shall transfer the trainees' files to the appropriate worksite.
    - 2) OPSC staff shall compile all performance-related information that establishes the basis for performance reviews.

- 3) OPSC staff shall maintain a training record file for each trainee.
  - 4) Graduates from the VCA or the supervisory personnel at the graduate's worksite may request performance-related information from a Deputy Director of OPSC.
  - 5) A Deputy Director of OPSC shall ensure that staff maintain a record of each Academy course, and include at a minimum:
    - 1) Attendance records;
    - 2) Course table of contents;
    - 3) The name of the instructor(s);
    - 4) The dates of the course;
    - 5) Student test results;
    - 6) A record of any issued certificates; and
    - 7) Course evaluations.
  - b) Only the Director of Facilities, Director of Field Services, or a Deputy Director of OPSC, or designee, may authorize the postponed attendance at the VCA for any reason. A Deputy Director of OPSC may evaluate the basic training requirements, in part or in whole, for re-hired facility or field employees who left the DOC in good standing within one year of their departure.
  - c) The local sites shall meet with the trainee at the end of the VCA to review the trainee's file for completion and prepare the trainee for the start of the OJT program.
  - d) A staff person who is not required to attend the VCA to fulfill their regularly assigned duties, may request to attend the VCA. In these circumstances, the staff person's supervisor and a OPSC Deputy Director shall determine which of the courses of the VCA are appropriate.
- vii. Operations of the OJT
- a) Trainees who are assigned to work at a DOC facility or field site shall also complete the VCA's complementary OJT.
  - b) Each facility and field site shall assign staff to be a Field Training Officer (FTO) to assist in the operations of the program and provide onsite support to the trainee while they complete their training.

- c) The OPSC staff shall be responsible for developing the OJT, and its accompanying OJT manuals for the facilities and field sites. The local site shall be responsible for implementing the OJT program.
    - 1) The OJT training manuals shall include the rules that govern the program, a recommended schedule of job-related activities, and learning modules for each practice area (e.g., case planning, safety) that staff shall complete.
    - 2) The OPSC staff shall ensure that each facility and field site have an updated copy of the OJT manual.
  - d) The FTO at each facility and field site shall supervise the trainee and document their progress towards completing the learning module for each practice area.
    - 1) At the end of each training day, the Facility FTO shall meet with the trainee to review the day's completed activities and feedback included in the daily observation report (DOR).
    - 2) In reviewing the DOR, the Facility FTO and trainee shall discuss what the trainee did well, any opportunities for growth, questions, and requests for assistance, as applicable.
  - e) OPSC staff shall compile all field training and performance-related information that establishes the basis for each trainee's performance review.
2. Onboarding Training for New Hires at Central Office
- a. When staff are hired to the central office, the hiring manager, or supervisor, shall have primary responsibility for coordinating the position specific onboarding training that the staff member shall complete. However, the hiring manager, or supervisor, shall coordinate with the OPSC to determine which additional DOC specific onboarding training may also be appropriate.
  - b. All new DOC staff assigned to the central office shall complete the onboarding training described in tier one, as well as any foundational or position specific training related to tier two and tier three of the OPSC training framework.

- c. DOC staff who are assigned to the central office may attend the VCA, or shadow staff at facilities or field sites, as part of their onboarding with approval from an OPSC Deputy Director.

**B. Onboarding Training for Rehired and Transferred Staff**

- 1 When DOC staff are rehired to a position within the executive branch, or transferred to, or within, the DOC, the OPSC shall confer with the hiring manager, or supervisor, as appropriate, and run an audit of the staff member's training transcript to determine which onboarding trainings are required for their new job classification.
- 2 All rehired or transferred staff shall complete any foundational or position specific training related to tier two and three of the OPSC training framework, as required to fulfill their new job duties. DOC staff who transfer to a new position may be required to complete training depending on their rehire or transfer status (i.e., if a staff member transfers from the central office to a facility, there may be additional security related training they are required to complete).
- 3 When an individual is rehired or transferred to a position that requires attendance at the VCA to fulfill their job function, they shall:
  - a. Attend the next scheduled VCA and OJT program; and
  - b. Complete the training on the Prison Rape Elimination Act (PREA) and gender responsivity, if transferring to a facility.