**Staff Orientation**

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Directive 102, Talent Acquisition and Records

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**Access:** √ Public  □ Restricted

□ Incarcerated Offender

**ACA/PREA Standards:**
5-ACI-1A-04, 5-ACI-1D-10, 5-ACI-1D-17; 4-4082, 4-4088; 4-ACRS-7B-14, 4-ACRS-7B-18, 4-ACRS-7C-01; 4-APPFS-3A-05; 2-CI-6C-3, 2-CI-6C-6, 2-CI-6D-4; 2-CO-1D-05; 1-CTA-3A-09; §115.31, §115.32, §115.35, §115.231, §115.232, §115.235 (added 7/1/20)

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**REVIEW**
The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

**COMPLIANCE**
This operating procedure applies to all units operated by the Virginia Department of Corrections. Practices and procedures must comply with applicable State and Federal laws and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.
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PURPOSE
This operating procedure ensures that new employees of the Department of Corrections receive a uniform orientation on policies and procedures that directly relate to their employment.

PROCEDURE
I. Staff Orientation
   A. The Organizational Unit Head or designee (usually the employee’s supervisor or onsite Human Resources contact) should provide orientation to each employee (as defined in this operating procedure) and regular volunteer new to the DOC unit before the person assumes any job duties within the Unit.
      1. Orientation is in addition to, and generally precedes any Basic Skills training related to the employee’s specific position. (See Operating Procedure 350.2, Training and Development.)
      2. Subject Matter Specialists may be designated to provide orientation on specific subjects.
      3. Where applicable, checklists appropriate to the organizational unit should be prepared and used to document completion or waiver of each orientation subject area.
      4. Whenever possible, Formal Orientation should be completed within the employee’s first five working days.
   B. New employees must receive orientation to the functions and organizational relationships of the DOC and the organizational unit. The orientation must include at least the following subjects:
      1. The role and function that the employee's position plays in accomplishing the mission of the DOC.
      3. The on and off the job public relations aspects of the employee's job to include; the employee use of social media outlets, especially as related to contact with offenders after release, but while they are still on supervision and contacts with offender family members and close friends of offenders while the offender is still incarcerated.
      4. All new employees will receive a one day (or equivalent) training in Dialogue Practices. (See DOC - Dialogue Skills Training - Virginia Learning Center, (VLC), for registration.)
   C. Full time employees in DOC facilities must receive 40 hours orientation before assuming their job duties. (5-AC1-1D-10; 4-4082, 4-ACRS-7B-14; 2-CO-1D-05)
      1. Credit may be allowed for subjects waived due to prior orientation of experienced persons transferring from other DOC units or assuming new duties within the unit. The Director of Human Resources must approve waivers in advance.
      2. In Institutions, in addition to subjects required by other sections of this operating procedure, the orientation must include at least the following subjects: (5-AC1-1A-04, 5-AC1-1D-10; 4-4082)
         a. The purpose, goals, policies, and procedures for DOC and the facility
         b. Security and Contraband Regulations
         c. Key Control
         d. Tool Control
         e. Report Preparation
         f. Appropriate conduct with offenders (See Operating Procedure, 135.2, Rules of Conduct Governing Employees Relationships with Offenders.)
         g. The employee's obligations, responsibilities, benefits, rights, privileges, and the prohibitions

h. Universal Precautions
i. Occupational Exposure Hazards
j. Personal Protective Equipment
k. Biohazardous Waste Disposal
l. An overview of the correctional field
m. Hostage Plan in regard to staff roles and safety
n. Aspects of sexual abuse and harassment
o. Procedures for the suicide prevention plan
p. Recognizing signs and symptoms of mental illness
q. Sustainable and environmentally responsible practices

3. In Community Corrections facilities, in addition to subjects required by other sections of this operating procedure, the orientation must include the following subjects: (4-ACRS-7B-14)
   a. A historical perspective of the facility
   b. Facility Goals and Objectives
   c. Program Rules and Regulations
   d. Job Responsibilities
   e. Offender Supervision
   f. Report Preparation
   g. Aspects of sexual abuse and harassment
   h. Procedures for the suicide prevention plan
   i. Recognizing signs and symptoms of mental illness

4. The employee will sign and date a statement indicating that orientation has been received.

D. Full-time Probation and Parole Office employees must receive a total of 40 hours orientation within the first 90 days of employment. The orientation must include at least the following subjects: (4-APPFS-3A-05)
   1. Orientation to the purpose, goals, policies, and procedures of the P&P Office and the DOC.
   2. Working conditions and regulations
   3. Office and field safety
   5. Code of Ethics
   6. An overview of the correctional field
   7. Depending on the employee and the particular job requirements, orientation training may include preparatory instruction related to the particular job.

E. All part-time staff, volunteers (See Operating Procedure 027.1, Volunteer Program.), and contract personnel receive formal orientation appropriate to their assignments and additional training as needed. (5-ACI-1D-17; 4-4088, 4-ACRS-7B-18)

F. All new full-time Academy for Staff Development employees receive orientation training before
undertaking their assignments. The orientation must include at least the following subjects: (1-CTA-3A-09)

1. Orientation to the purpose, goals, policies, and procedures of the Academy and DOC
2. Working conditions and regulations
3. Employees’ rights and responsibilities
4. Security responsibilities
5. Personnel practices

7. Depending on the employee(s) and the particular job requirements, orientation training may include preparatory instruction related to the particular job.

G. Virginia Correctional Enterprises (VCE)

1. All VCE staff, volunteers, and contract personnel receive formal orientation appropriate to their assignments, and additional training, as needed. (2-CI-6C-6)
2. All new VCE staff, volunteers, and contractors acknowledge in writing that they have reviewed facility work rules, ethics, regulations, conditions of employment, and related documents. (2-CI-6C-3)
3. VCE staff are provided with information that describes their conditions of employment and they acknowledge that they have received this information in writing. A copy of the acknowledgment is placed in their personnel file. (2-CI-6D-4)

II. Formal Orientation Program

A. The orientation program should be tailored to the needs of the organizational unit and the duties of the person receiving orientation. At the discretion of the Organizational Unit Head, portions of the orientation program may be waived for experienced persons transferring from other DOC units or assuming new duties within the unit. Orientation must cover the following subject areas, additional subjects may be covered in each area as needed:

1. Human Resources
2. Security
3. Emergency Plans
4. Appropriate/Inappropriate conduct with offenders (Fraternization) (See Operating Procedure, 135.2 Rules of Conduct Governing Employees Relationships with Offenders.)

B. Human Resources - some sections may not be applicable to employees of other state agencies, contract employees, and volunteers

1. Processing of necessary personnel and payroll records (See Operating Procedure 102.2, Recruitment, Selection, and Appointment.)
2. Employee benefits
3. Employee Grievance Procedure
4. Procedures related to work hours, overtime requirements, and other working conditions
5. Procedures related to standards of conduct, code of ethics, conflict of interest, drug policy, and relationships with staff and offenders (4-ACRS 7C-01)
6. Access to Human Resource policies and procedures
7. A Notary Public should administer the Oath of Office to all newly hired Corrections Officers prior to
the end of their first day, to be documented using the *Corrections Officer Oath of Office/ Appointment Authorization* 102_F21.

C. Security - tailored to the mission and needs of the organizational unit
   1. Preparation and issue of identification cards and documents
   2. Procedures for access to the unit
      a. Key control/issue
      b. Search requirements
      c. Guidelines for appropriate attire and items appropriate to bring into the work site
      d. Guidelines for parking and securing personal vehicles
   3. Confidentiality of information

D. Emergency Plans - tailored to the mission and physical layout of the organizational unit (5-ACI-1D-10; 4-4082, 4-ACRS-7B-14, 1-CTA-3A-09)
   1. Evacuation Plan
   2. Terrorism and Security Awareness
   3. Inclement weather operations/notifications

E. Appropriate conduct with offenders - tailored to the mission and needs of the organizational unit

F. Sustainable and Environmentally Responsible Practices
   1. Operating Procedure 302.3, *Sustainability Plan*, guides DOC efforts to promote conservation and efficiency in Departmental operations while reducing environmental impact and dependence on imported fossil fuels and other non-renewable resources.
   2. New employees should be informed that they are required to complete the eLearning module on *VADOC Sustainability* within six months of their initial hire date.
   3. The Academy for Staff Development will design this eLearning module in conjunction with the Sustainability Administrator and ensure revisions are completed as needed.

III. Prison Rape Elimination Act (PREA) Orientation and Training

A. DOC Employees
   1. The agency will train all employees who may have contact with offenders on: (§115.31[a], §115.231[a])
      a. Its zero-tolerance policy for sexual abuse and sexual harassment;
      b. How to fulfill their responsibilities under agency sexual abuse and sexual harassment prevention, detection, reporting, and response policies and procedures;
      c. Offenders’ right to be free from sexual abuse and sexual harassment;
      d. The right of offenders and employees to be free from retaliation for reporting sexual abuse and sexual harassment;
      e. The dynamics of sexual abuse and sexual harassment in confinement;
      f. The common reactions of sexual abuse and sexual harassment victims;
      g. How to detect and respond to signs of threatened and actual sexual abuse;
      h. How to avoid inappropriate relationships with offenders;
      i. How to communicate effectively and professionally with offenders, including lesbian, gay, bisexual, transgender, intersex, or gender nonconforming offenders; and
      j. How to comply with relevant laws related to mandatory reporting of sexual abuse to outside authorities.
2. Such training will be tailored to the gender of the offenders at the employee’s facility. The employee must receive additional training if the employee is reassigned from a facility that houses only male offenders to a facility that houses only female offenders, or vice versa. (§115.31[b], §115.231[b])

3. The agency will document through employee signature or electronic verification that employees understand the training they have received. (§115.31[d], §115.231[d])

B. Volunteers and Contractors

1. The agency must ensure that all volunteers and contractors who have contact (or could have contact) with offenders have been trained on their responsibilities under the agency’s sexual abuse and sexual harassment prevention, detection, and response policies and procedures and have signed the Prison Rape Elimination Act (PREA) Training Acknowledgement attachment to Operating Procedure 038.3, Prison Rape Elimination Act (PREA). (§115.32[a], §115.232[a])

2. The level and type of training provided to volunteers and contractors will be based on the services they provide and level of contact they have with offenders, but all volunteers and contractors who have contact with offenders must be notified of the agency’s zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents. (§115.32[b], §115.232[b])

3. The agency will maintain documentation confirming that volunteers and contractors understand the training they have received. (§115.32[c], §115.232[c])

4. Long-term, full-time contract staff with offender contact, (such as privatized medical provider staff), must comply with the same orientation and training requirements as equivalent DOC employees.

C. Medical and Mental Health Care Practitioners - Medical and mental health care practitioners must also receive the training mandated for employees or for contractors and volunteers depending upon the practitioner’s status in the DOC. (§115.35[d], §115.235[d])

IV. Basic Skills for Corrections Professionals (Counselors, P&P Officers, Surveillance Officers)

A. P&P Officers and Surveillance Officers must complete the Basic Skills for Probation & Parole Pre-course Work Checklist 102_F19 to be taken to the first day of Basic Skills for Probation & Parole training.

B. Counselors must complete the Basic Skills for Case Management Counselors Pre-course Work Checklist 102_F20 to be taken to the first day of Basic Skills for Basic Skills for Case Management Counselors training.

C. Counselors must complete the Case Management Counselor Orientation and Training Requirements (COAT) 102_F22 within 12 months of hire.

D. P&P Officers must complete the Post Basic Skills on the Job Training Checklist 102_F23 within six months of completing Basic Skills for Probation and Parole.

DEFINITIONS OF TERMS USED IN THIS OPERATING PROCEDURE

Employee - A person who is paid by the Department of Corrections on an hourly, salaried, or contractual basis, or who is paid by another state agency for working in a position within DOC or in a position which supervises offenders

Employee Orientation - A program of introduction for employees, volunteers, and contract personnel new to the Department of Corrections or a Department of Corrections operating unit; orientation is in addition to and generally precedes any Basic Skills training related to the employee’s specific position. (See Operating Procedure 350.2, Training and Development.)

Fraternization - Employee association with offenders, their family members, or close friends of offenders, outside of employee job functions, that extends to unacceptable, unprofessional, and prohibited behavior; examples include non-work related visits between offenders and employees, non-work related relationships with family members or close friends of offenders, connections on social media, discussing employee personal matters...
(marriage, children, work, etc.) with offenders, and engaging in romantic or sexual relationships with offenders. (See Operating Procedure 135.2, Rules of Conduct Governing Employees Relationships with Offenders.)

**Organizational Unit Head** - The person occupying the highest position in a DOC operating unit, such as a correctional facility, regional office, probation and parole office, Virginia Correctional Enterprises (VCE), Academy for Staff Development, Corrections Construction Unit, Agribusiness Unit, and individual headquarters unit (i.e. Human Resources, Offender Management, Internal Audit)

**Volunteer** - Any citizen of the community who, of their own free will, provides goods or services to the DOC without any financial gain.

**REFERENCES**

Executive Order 1 (2018) *Equal Opportunity* - January 13, 2018  
Operating Procedure 027.1, *Volunteer Program*  
Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*  
Operating Procedure 102.2, *Recruitment, Selection, and Appointment*  
Operating Procedure, 135.2 *Rules of Conduct Governing Employees Relationships with Offenders*  
Operating Procedure 302.3, *Sustainability Plan*  
Operating Procedure 350.2, *Training and Development*

**ATTACHMENTS**

None

**FORM CITATIONS**

*Basic Skills for Probation & Parole Pre-course Work Checklist* 102_F19  
*Basic Skills for Case Management Counselors Pre-course Work Checklist* 102_F20  
*Corrections Officer Oath of Office/ Appointment Authorization* 102_F21  
*Case Management Counselor Orientation and Training Requirements (COAT)* 102_F22  
*Post Basic Skills on the Job Training Checklist* 102_F23