



ADMINISTRATIVE POLICIES  
AND PROCEDURES  
State of Tennessee  
Department of Correction

Index #: 110.01

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Effective Date: November 15, 2019

Distribution: A

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Approved by: Tony Parker

Subject: PRE-SERVICE (BASIC) TRAINING AND EMPLOYEE ORIENTATION

- I. AUTHORITY: TCA 4-3-603, TCA 4-3-606, TCA 4-1-116, TCA 41-1-407, and Prison Rape Elimination Act of 2003 standard 115.31.
- II. PURPOSE: To implement policy and procedures for the provision of training for newly hired and rehired Tennessee Department of Correction (TDOC) employees.
- III. APPLICATION: To all TDOC employees.
- IV. DEFINITIONS:
  - A. Basic Correctional Officer Training (BCOT): A six-week pre-service program designed to prepare new Correctional Officers (COs) for the conditions personnel can expect while working in an adverse correctional environment and security protection procedures. The students learn the essentials needed to survive in the correctional environment. The first two weeks of the training program are conducted at the hiring facility and the remaining four weeks of the program are facilitated through the Tennessee Correction Academy.
  - B. Basic Correctional Professionals Training (BCPT): A one-week pre-service program designed to prepare new staff who do not attend BCOT or Basic Probation/Parole Officer Training (BPOT) with the skills and knowledge base needed to work in the Corrections field. BCPT will typically be conducted at the institutions by TCA Instructors, followed with job-specific training, normally conducted on-the-job.
  - C. Basic Probation Parole Officer Training (BPOT): A six-week pre-service program at facilitated onsite at the Tennessee Correction Academy (TCA), designed to provide all new probation/parole officers (PPOs) with the skills and knowledge base needed to effectively and safely perform the duties of a probation/parole officer.
  - D. On-the-Job Training: A formalized training experience in which the field training officer/institutional field training officer observes the new correctional officer or probation/parole officer in the actual performance of his/her duties, provides documentation, explanation, demonstration, and practices of specific job tasks. Constructive and corrective feedback will be provided as required.
  - E. Job Shadowing: An observational learning experience designed to train new employees by having them accompany and observe a trained and experienced employee.
  - F. New Employee Orientation (NEO): An on-site formalized process designed to introduce and familiarize new employees with information required to function according to job expectations and to give them a broad based operational view of the facility or office as a whole.
  - G. Pre-service: Basic training courses designed to provide new TDOC employees with fundamental knowledge and skills necessary to function according to job expectations.

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- H. Probation and Parole Officer (PPO): An officer who serves and protects the public by supervising adult felony offenders by ensuring that standard and special conditions of probation and/or parole are met.
- V. POLICY: All new TDOC employees shall receive New Employee Orientation and Pre-Service Training (as applicable to job classification) prior to being assigned to independent job responsibilities. Further, those placed in security classifications shall also receive on-the-job training prior to independent job assignments.
- VI. PROCEDURES:
- A. New Employee Orientation (NEO)
1. Full-Time Employees' NEO: All new full-time TDOC personnel shall complete a 40-hour new employee orientation, ideally in the first week of hire and before attending pre-service (BCOT, BCPT, BPOT)
- New employee orientation for all employees except DCCO and TCA shall include but not be limited to the following topics:
- \*TDOC curriculum from TCA                      \*\*Site specific curriculum
- a. Human Resources/Employee Rights and Responsibilities/Code of Conduct
  - b. Title VI\*
  - c. Insurance/Payroll/Benefits
  - d. ID Cards/Fingerprints/TB test
  - e. Respectful Workplace for Staff - Tennessee Department of Human Resources (TDOHR) curriculum
  - f. Institutional/Facility Mission, Vision and Goals\*\*
  - g. TDOC Overview including Public Safety Act (PSA) and Seamless Supervision \*
  - h. Fire and Safety\*\*
  - i. Security and Custody Levels
  - j. Overview of TRICOR and Rehabilitative Services\*
  - k. Drug-free Workplace\*
  - l. Staff/Offender Sexual Misconduct\*
  - m. Overcoming Manipulation\*
  - n. Control of Contraband\*
  - o. Role of the Law Enforcement Unit (LEU)\*
  - p. Tool Control and Key Control\*
  - q. Working with Mentally Ill Inmates\*
  - r. Critical Incident Stress Management (CISM)\*
  - s. Prison Rape Elimination Act (PREA) - TDOC curriculum or NIC online course
  - t. Situational Awareness
  - u. 4 minute Response, Bloodborne Pathogens, HIV/AIDS/TB\*
  - v. Emergency Operation Plan\*\*
  - w. Employee Assistance Program (EAP)\*
  - x. Suicide Prevention\*

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- y. Communication, Professionalism, and Command Presence\*
- z. TDOC Uniform Policy
- aa. Institutional/Facility tour and Duty location/work site-specific tour\*\*

Job shadowing shall be mandatory for all new full time correctional officer and probation/parole officer series employees, and is highly recommended for all new TDOC employees. When job shadowing, new employees shall observe various post and assignments under the guidance of an experienced employee in that job classification. Under supervision of an experienced employee, the new employee may be allowed to perform limited duties during job shadowing:

- a. After receiving his/her initial briefing of post duties and responsibilities,
- b. After reading and signing post orders, (as applicable)

2. Part-time employees, volunteers, contract staff, and other transfer employees NEO: Part-time employees, volunteers, contract staff, and employees who are permanently (not temporarily, to cover staff shortages) transferring from one location to another shall receive a minimum of 20 hours of work site orientation appropriate to their assignments. The following topics must be covered in addition to work site/duties training. Additional topics are to be added to this NEO as required by the supervisor:

\*TDOC Curriculum from TCA                      \*\* Site Specific

- a. Emergency Operation Plan \*\*
- b. Fire and Safety \*\*
- c. 4-minute Response, Bloodborne Pathogens, HIV/AIDS/TB\*
- d. TDOC Overview \*
- e. Overcoming Manipulation \*
- f. Staff/Offender Sexual Misconduct \*
- g. Role of LEU \*
- h. Control of Contraband \*
- i. PREA (TDOC-curriculum or NIC online course)

3. Central Office and TCA employees NEO: All new full time employees in Central Office and the TCA shall receive 40 hours of orientation prior to being assigned independent job responsibilities. Training shall be documented using New Employee 40 Hour Orientation, CR-3563.

4. Community Supervision Employees NEO: All new Community Supervision support staff must attend NEO at the nearest institution, prior to being assigned independent job responsibilities and/or before unsupervised offender contact occurs. NEO training for probation and parole officers (PPOs) and Probation/Parole managers who are new to TDOC shall be completed and adhere to the seamless supervision model.

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B. Pre-Service Training Requirements

1. Non-Security Facility Staff: All new non-security facility employees must attend Basic Correctional Professionals Training (BCPT) one-week pre-service training before being assigned independent job responsibilities and/or before unsupervised offender contact occurs. BCPT shall typically be conducted at each institution in collaboration with each BCOT Week 1. All pre-service training at the institution shall be facilitated by Tennessee Correction Academy regional instructor staff and TCA Adjunct Instructors, in compliance with American Correctional Association standards.
2. Security Staff:
  - a. All new security facility employees must attend Basic Correctional Officers Training (BCOT) six-week pre-service training before being assigned independent job responsibilities and/or before unsupervised offender contact occurs.
  - b. BCOT Week 1 and 2 shall be conducted at each institution, following the NEO week. All pre-service training at the institution shall be facilitated by Tennessee Correction Academy regional Instructor staff and TCA Adjunct Instructors, in compliance with American Correctional Association standards.
3. Correctional Counselors: All new correctional counselors shall complete BCPT, Initial Correctional Counselor training (CCT) program, and Initial RNA training/certification before being assigned a caseload; and Instructor Development Course for Adjuncts (IDC-T4T-ADJ) before being assigned to teach any classes.
4. Pre-service training requirements for TDOC institutional employees who change position classifications shall be determined by the Warden/Superintendent.
5. The institutional training specialists shall meet with all new full-time institutional employees prior to pre-service training to discuss:
  - a. The general purpose of pre-service training
  - b. How the person can prepare him/herself to gain the most from training
  - c. The subject matter to be covered
  - d. The kind of performance expected from the person in the classroom
  - e. Opportunities to be provided to allow the employee to apply the new knowledge
  - f. How newly gained skills shall be used when the training is completed
  - g. The requirement that they read the *Academy's Trainee Handbook* prior to attending.

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6. Community Supervision Staff:

- a. All new Community Supervision support staff must attend NEO plus Basic Correctional Professionals Training (BCPT) at the nearest institution, prior to being assigned independent job responsibilities and/or before unsupervised offender contact occurs.
- b. BCPT shall be conducted at each institution in conjunction with each BCOT Week 1. Community Supervision supervisors should contact the Training Specialist at the nearest institution to confirm dates for NEO and BCPT and to register new staff to attend these trainings.
- c. New probation/parole officers must receive the 40-hour NEO-BPOT orientation before attending the six-week Basic Probation/Parole Officer Training (BPOT) at TCA.
- d. If a Probation/Parole Manager is hired in as a new TDOC employee, he/she must attend the six-week BPOT pre-service training.
- e. The Community Supervision orientation training for probation and parole officers (PPO) shall be completed according to Policy #110.01.2. It is the responsibility of the new employee's immediate supervisor to ensure that the employee receives the required work site/duties orientation.

C. Rehired TDOC Employee Training Requirements, Examinations, and Qualifications:

1. Re-Hired Employees in the CO Series: All rehired TDOC employees who originally completed their pre-service training program and who have been separated from TDOC for less than two years, including those who were away on active military service for more than 12 months but less than 24 months, shall attend an abbreviated version of pre-service training. Employees who are away on active military service are not considered to be separated from TDOC service, and typically can return from a 12-month deployment without any further training to the duties they performed before they left. If there has been a new duty or responsibility added to their job series while they were away they must receive that training.
2. Rehired employees who have been separated for more than two years and less than three years are also eligible for an abbreviated version subject to the Warden/Superintendent written approval. Factors such as prior length of service and past work history including disciplinary actions during TDOC service; reasons for separation; other employment during separation shall be considered. Such written approval shall be maintained in the employee's training file.
3. This abbreviated training shall consist of OJT and the following classes, plus any other training the Warden/Superintendent deems necessary for this employee based on the review. The classes are all self-paced online classes in the LMS, except for the skills portion of CPR/First Aid/AED.

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- a. Suicide Prevention
  - b. Drug Free Workplace
  - c. Use of Force Continuum and Law
  - d. Overcoming Manipulation
  - e. STG Identification refresher
  - f. Contraband and Search
  - g. Staff/Inmate Sexual Misconduct
  - h. Control of Contraband
  - i. Role of Law Enforcement
  - j. TDOC Overview
  - k. Working with Mentally Ill Inmates
  - l. Tool Control and Key Control
  - m. Title VI
  - n. PREA
  - o. Code of Conduct/Ethics
  - p. Restrictive Housing
  - q. Population Count
  - r. Abusive Conduct in the Workplace
  - s. 4-Minute response, Bloodborne Pathogens, HIV/AIDS, TB
  - t. Respectful Workplace Refresher: Reaffirming My Commitment - self-paced in Edison
  - u. CPR/First Aid/AED (if expired) - self-paced module in LMS plus certification by Instructor
4. All rehired employees in the CO series must pass a physical examination and psychological examination per Policy #305.06 prior to the offer to re-hire.
5. Rehired COs must recertify in firearms proficiency per Policy #506.09. Failure to obtain the required score during the requalification session will require the officer to return to TCA to repeat the initial firearms training and qualification with the next available BCOT pre-service class. Until weapons qualification is confirmed, a re-hired officer may be placed on posts that do not require armed officers.
6. Following these required trainings, the employee can be assigned independent job responsibilities and unsupervised offender contact.
- D. Re-Hired Non-Security Institutional Employees: All rehired non-security institutional employees who originally completed their prescribed pre-service training curriculum and have been separated from TDOC for less than one year (i.e., counselors, maintenance personnel, food service staff, medical staff, etc.) shall complete the appropriate 40-hour in-service training course (including Day 1 mandatory core training) at the earliest scheduled offering. All non-security institutional employees returning from over a year of active military duty shall attend a minimum of 20 hours of work site orientation appropriate to their assignments, followed by the appropriate 40 hour in-service training at the earliest scheduled offering.

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- E. All rehired employees in the Community Supervision series, including PPOs and support staff, who originally completed their pre-service training curriculum and who have been separated from TDOC for less than one year shall attend an abbreviated version of pre-service training. This abbreviated training shall consist of New Employee Orientation plus Annual In-Service training required for particular job classification. For re-hired PPOs, this is to be followed by select Basic Probation Parole Officer Training classes identified below which will be held at the Academy:
    1. Risk and Needs Assessment
    2. Standards of Supervision
    3. Home Searches
    4. Personal Searches
  - F. All rehired employees in the Community Supervision series, including PPO and support staff, who originally completed their pre-service training curriculum and who have been separated from TDOC for more than one year shall receive a minimum of 40 hours of work site orientation appropriate to their assignments, followed by Weeks One through Three of Pre-Service Field Services training at the Academy for a PPO.
- VII. ACA STANDARDS: 2-CO-1D-05, 4-4088, 1-CTA-3A-02, 4-APPFS-3A-05, 4-APPFS-3A-08, and 4-APPFS-3A-14 through 4-APPFS-3A-18.
- VIII. EXPIRATION DATE: November 15, 2022.



# TENNESSEE DEPARTMENT OF CORRECTION

## New Employee 40 Hour Orientation

Name: \_\_\_\_\_

EID#:: \_\_\_\_\_

Facility/District: \_\_\_\_\_

### Supervisor (25 hours)

Trainer's Initials

Date

- ☐ Introduction/Job Orientation
- ☐ Tour of Work Site
- ☐ Policy & Procedures
- ☐ On the Job Training
- ☐ Emergency Building Procedures

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

### Personnel Processing (13 hours)

- ☐ ID#
- ☐ Fingerprints ☐ N/A
- ☐ Medical Screen
- ☐ MTA Card ☐ N/A
- ☐ Introduction to Career Development Center
- ☐ Edison
- ☐ Personnel Evaluations
- ☐ OMS ☐ N/A
- ☐ Training File Made

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### Fiscal Services (2 hours)

- ☐ Benefits
- ☐ Travel
- ☐ Supplies
- ☐ Payroll/Checks

_____	_____
_____	_____
_____	_____
_____	_____

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
HR Personnel Signature