

7.3 Staff Training

I. Purpose and Scope

This detention standard ensures that facility staff, contractors and volunteers are competent in their assigned duties by requiring that they receive initial and ongoing training.

Other detention standards may include additional training requirements specific to each standard.

This detention standard applies to the following types of facilities housing ERO detainees:

- Service Processing Centers (SPCs);
- Contract Detention Facilities (CDFs); and
- State or local government facilities used by ERO through Intergovernmental Service Agreements (IGSAs) to hold detainees for more than 72 hours.

Procedures in italics are specifically required for SPCs, CDFs, and Dedicated IGSA facilities. Non-dedicated IGSA facilities must conform to these procedures or adopt, adapt or establish alternatives, provided they meet or exceed the intent represented by these procedures.

Various terms used in this standard may be defined in standard “7.5 Definitions.”

II. Expected Outcomes

The expected outcomes of this detention standard are as follows (specific requirements are defined in “V. Expected Practices”).

1. Before assuming duties, each new employee, contractor, or volunteer will be provided an orientation to the facility and the ICE/ERO detention standards.
2. All part-time staff and contract personnel shall receive formal orientation training appropriate to

their assignments. Any part-time, volunteer, or contract personnel working more than twenty hours per week shall receive training appropriate to their position and commensurate with their full-time colleagues.

3. Training for staff, contractors, and volunteers will be provided by instructors who are qualified to conduct such training.
4. Staff and contractors who have minimal detainee contact (such as clerical and other support staff) will receive initial and annual training commensurate with their responsibilities.
5. Professional, support, and health care staff and contractors who have regular or daily contact with detainees, or who have significant responsibility involving detainees, will receive initial and annual training commensurate with their position.
6. Security staff and contractors will receive initial and annual training commensurate with their position.
7. Facility management and supervisory staff and contractors will receive initial and annual training commensurate with their position.
8. Personnel and contractors assigned to any type of emergency response unit or team will receive initial and annual training commensurate with these responsibilities including annual refresher courses or emergency procedures and protocols.
9. Personnel and contractors authorized to use firearms will receive appropriate training before being assigned to a post involving their use and will demonstrate competency in firearms use at least annually.
10. Personnel and contractors authorized to use chemical agents and electronic control devices will receive thorough training in their use and in

the treatment of individuals exposed to a chemical agent.

11. Security staff and contractors will be trained in self-defense and use-of-force procedures to include confrontation avoidance and emergency protocols.
12. New staff, contractors, and volunteers will acknowledge in writing that they have reviewed facility work rules, ethics, regulations, conditions of employment, and related documents, and a copy of the signed acknowledgement will be maintained in each person's personnel file.

III. Standards Affected

This detention standard replaces “Staff Training” dated 12/2/2008.

IV. References

American Correctional Association, *Performance-based Standards for Adult Local Detention Facilities*, 4th Edition: 4-ALDF-7B-05 through 7B-17, 7C-01, 7C-03.

ICE/ERO *Performance-based National Detention Standards 2011*: “7.2 Interviews and Tours.”

V. Expected Practices

A. Overview of Training

The facility administrator shall ensure that the facility conducts appropriate orientation, initial training and annual training for all staff, contractors and volunteers, consistent with this standard and with appropriate assessment measures.

The facility administrator shall contact the local ICE/ERO Field Offices for access to relevant DHS training resources, such as DHS Office for Civil Rights and Civil Liberties training modules.

The amount and content of training shall be consistent with the duties and function of each individual and the degree of direct supervision that individual shall receive.

The facility administrator shall assign at least one qualified individual, with specialized training for the position, to coordinate and oversee the staff development and training program. At minimum, training personnel shall complete a 40-hour training-for-trainers course.

The training coordinator shall develop and document a facility training plan that is reviewed and approved annually by the facility administrator and reviewable by ICE/ERO. The facility administrator shall ensure that:

1. training is conducted by trainers certified in the subject matter—this is particularly important in life-safety subject areas such as firearms, chemical agents, self-defense, force and restraints, emergency response, first aid and CPR;
2. each trainee shall be required to pass a written or practical examination to ensure the subject matter has been mastered—this is particularly important in life-safety subject areas such as firearms, chemical agents, self-defense, force and restraints, emergency response, first aid and CPR, and in areas of ethical conduct;
3. the formal training received by each trainee shall be fully documented in permanent training records; and
4. formal certificates of completion shall be issued and kept in the appropriate facility files.

B. Initial Orientation

Each new employee, contractor, and volunteer shall be provided training prior to assuming duties. While tailored specifically for staff, contractors, and

volunteers, the orientation programs shall include, at a minimum:

1. ICE/ERO detention standards
2. cultural and language issues, including requirements related to limited English proficient detainees
3. requirements related to detainees with disabilities and special needs detainees
4. code of ethics
5. drug-free workplace
6. emergency plans and procedures
7. signs of suicide risk, suicide precautions, prevention, and intervention
8. use of force
9. key and lock control
10. tour of the facility
11. staff rules and regulations
12. sexual abuse/sexual misconduct awareness and reporting
13. hostage situations and staff conduct if taken hostage

C. Initial and Annual Training

Each new employee, contractor, and volunteer shall be provided initial and annual training appropriate to their assignments. While tailored specifically for staff, contractors, and volunteers, the training programs shall include, at a minimum:

1. Employees and contractors who have minimal detainee contact and no significant responsibilities involving detainees:
 - a. ICE/ERO detention standards update
 - b. cultural and language issues including requirements related to limited English proficient detainees

- c. requirements related to detainees with disabilities and special needs detainees
 - d. code of ethics
 - e. staff rules and regulations
 - f. key and lock control
 - g. signs of suicide risk, suicide precautions, prevention, and intervention
 - h. drug-free workplace
 - i. health- related emergencies
 - j. emergency plans and procedures
 - k. sexual abuse and sexual misconduct awareness
 1. hostage situations and staff conduct if taken hostage
2. Professional and support employees, including contractors, who have regular or daily detainee contact:
 - a. ICE/ERO detention standards
 - b. cultural and language issues including requirements related to limited English proficient detainees
 - c. requirements related to detainees with disabilities and special needs detainees
 - d. security procedures and regulations
 - e. sexual harassment and sexual misconduct awareness (including the contents of standard “2.11 Sexual Abuse and Assault Prevention and Intervention”)
 - f. appropriate conduct with detainees
 - g. code of ethics
 - h. health-related emergencies
 - i. drug-free workplace
 - j. supervision of detainees

- k. signs of hunger strike
 - l. signs of suicide risk, suicide precautions, prevention, and intervention
 - m. use-of-force regulations
 - n. hostage situations and staff conduct if taken hostage
 - o. report writing
 - p. detainee rules and regulations
 - q. key and lock control
 - r. rights and responsibilities of detainees
 - s. safety procedures
 - t. emergency plan and procedures
 - u. interpersonal relations
 - v. communication skills
 - w. cardiopulmonary resuscitation (CPR)/First aid
 - x. counseling techniques
3. Full-time health care employees and contractors
- In addition to the training areas above, the health-care employee training program shall include instruction in the following:
- a. medical grievance procedures and protocols
 - b. emergency medical procedures
 - c. occupational exposure

- d. personal protective equipment
 - e. bio-hazardous waste disposal
 - f. overview of the detention operations
4. Security personnel
- In addition to the training areas above, instruction for security personnel shall include:
- a. Searches of detainees, housing units, and work areas
 - b. Self-defense techniques
 - c. Use-of-force regulations and tactics
5. Situation Response Teams (SRTs)
- Members of SRTs shall receive specialized training before undertaking their assignments.
6. Personnel authorized to use firearms
- Personnel authorized to use firearms will receive training covering use, safety, and care of firearms and constraints on their use before being assigned to a post involving their possible use.
- All personnel authorized to use firearms must demonstrate competency in their use at least annually.

D. Continued Education and Professional Development

Employees should be encouraged to continue their education and professional development.