

ICE/DRO DETENTION STANDARD

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.

Some other Detention Standards may include additional training requirements specific to that Standard.

This Standard applies to the following types of facilities housing DRO detainees:

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

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

Some terms used in this document may be defined in the separate **Definitions** Standard.

II. EXPECTED OUTCOMES. The expected outcomes of this Detention Standard are:

1. Before assuming duties, each new employee, contractor, or volunteer will be provided an appropriate orientation to the facility and the ICE/DRO National 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 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. In addition to employment training requirements, employees and contractors will be encouraged to continue their education and professional development through such incentives as salary enhancement, reimbursement of costs, and administrative leave.
13. Initial orientation, initial training, and annual training programs will include information on drug-free workplace requirements and procedures.
14. Initial orientation, initial training, and annual training programs will include information on the facility's written code of ethics.
15. Initial orientation, initial training, and annual training programs will include updates on new issues and procedures and include reviews of the Detainee Handbook and detainee rights.
16. 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.
17. Training shall be conducted on the requirements of special-needs detainees.

III. DIRECTIVES AFFECTED

None. This is a new Detention Standard.

IV. REFERENCES

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

ICE/DRO Detention Standard on **Visitation**, particularly in regard to facility orientation for volunteers in the section entitled "Visits from Representatives of Community Service Organizations".

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, with appropriate assessment measures.

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 will 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 a 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. The facility administrator shall ensure that:

- Training shall be 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.
- 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.
- The formal training received by each trainee shall be fully documented in permanent training records.
- Formal certificates of completion shall be issued and kept in the appropriate facility files.

B. Initial Orientation/Training

Each new employee, contractor, and volunteer shall be provided an orientation prior to assuming duties. While tailored specifically for staff, contractors, and volunteers, the orientation programs shall include, at a minimum:

- ICE/DRO National Detention Standards
- Working conditions
- Cultural diversity for understanding staff and detainees
- Requirements of special-needs detainees
- Code of ethics
- Personnel policy manual
- Employees' rights and responsibilities
- Drug-free workplace
- Health-related emergencies
- Signs of suicide risk, suicide precautions, prevention, and intervention
- Hunger strikes

- Use of force
- Key and lock control
- Overview of the criminal justice system
- Tour of the facility
- Facility goals and objectives
- Facility organization
- Staff rules and regulations
- Sexual harassment/sexual misconduct awareness
- Hostage situations and staff conduct if taken hostage
- Program overview

C. Initial and Annual Training

Each new employee, contractor, and volunteer shall be provided training prior to assuming duties. While tailored specifically for staff, contractors, and volunteers, the training programs shall include, at a minimum:

1. Clerical/support employees and contractors who have minimal detainee contact:

- ICE/DRO National Detention Standards update
- Working conditions
- Cultural diversity for understanding staff and detainees
- Code of ethics
- Personnel policy manual
- Employees' rights and responsibilities
- Overview of the criminal justice system
- Tour of the facility
- Facility goals and objectives
- Facility organization
- Staff rules and regulations
- Key and lock control
- Signs of suicide risk, suicide precautions, prevention, and intervention
- Drug-free workplace
- Health-related emergencies
- Sexual harassment and sexual misconduct awareness
- Personnel policies
- Program overview

- Hostage situations and staff conduct if taken hostage

2. Professional and support employees, including contractors, who have regular or daily detainee contact:

- ICE/DRO National Detention Standards update
- Security procedures and regulations
- Code of Ethics
- Health-related emergencies
- Drug-free workplace
- Supervision of detainees
- Signs of hunger strike
- Signs of suicide risk, suicide precautions, prevention, and intervention
- Use-of-force regulations and tactics
- Hostage situations and staff conduct if taken hostage
- Report writing
- Detainee rules and regulations
- Key and lock control
- Rights and responsibilities of detainees
- Safety procedures
- Emergency plan and procedures
- Interpersonal relations
- Social and cultural lifestyles of the detainee population
- Cultural diversity for understanding staff and detainees
- Communication skills
- Cardiopulmonary resuscitation (CPR)/First aid
- Counseling techniques
- Sexual harassment and sexual misconduct awareness.

3. Full-time health care employees and contractors:

In addition to the training areas above, the health-care employee orientation program includes instruction in the following:

- ICE/DRO National Detention Standards update
- The purpose, goals, policies, and procedures for the facility and parent agency security and contraband regulations
- Key and lock control; appropriate conduct with detainees
- Medical grievance procedures and protocols

- Emergency medical procedures
- Requirements of special-needs detainees
- Code of ethics
- Drug-free workplace
- Responsibilities and rights of employees
- Standard precautions
- Occupational exposure
- Personal protective equipment
- Bio-hazardous waste disposal
- Overview of the detention operations.
- Hostage situations and staff conduct if taken hostage

4. Security personnel:

- ICE/DRO National Detention Standards update
- Security procedures and regulations
- Supervision of detainees
- Searches of detainees, housing units, and work areas
- Signs of suicide risk, suicide precautions, prevention, and intervention
- Indicators of hunger strike
- Code of Ethics
- Health-related emergencies
- Drug-free workplace
- Self-defense techniques
- Use-of-force regulations and tactics
- Hostage situations and staff conduct if taken hostage
- Report writing
- Detainee rules and regulations
- Key and lock control
- Rights and responsibilities of detainees
- Safety procedures
- Emergency plans and procedures
- Interpersonal relations
- Social/cultural lifestyles of the detainee population
- Cultural diversity for detainees and staff
- Communication skills

- Cardiopulmonary resuscitation (CPR) and first aid
- Counseling techniques
- Sexual abuse and assault awareness

5. Situation Response Teams (SRTs):

Specialized training before undertaking their assignments.

6. Facility management and supervisory staff:

Management and Supervisory training

7. Personnel authorized to use firearms:

Firearms 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. ICE/DRO personnel must demonstrate firearms competency quarterly.

8. Personnel authorized to use chemical agents:

Training in the use of chemical agents and in the treatment of individuals exposed to a chemical agent before being assigned to a post involving their possible use.

D. Continued Education and Professional Development

Employees should be encouraged to continue their education and professional development through incentives such as salary enhancement, reimbursement of costs, and administrative leave.

E. Facilities Holding or Seeking ACA Accreditation

Facilities holding or seeking ACA Accreditation must adhere to all relevant training standards defined in the "Performance-Based Standards for Adult Local Detention Facilities" 4th Ed. Published by the ACA.

Standard Approved:

James T. Hayes, Jr. /s/

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Date