

RFP Attachment 6.25 Food Service Staff Training Curriculum

Tennessee Correction Academy

BASIC CORRECTIONAL PROFESSIONALS TRAINING – WEEK 1 SCHEDULE FY 15-16

	Time Block	ID#	Training Module	Hrs.	Instructor	Location
MONDAY = 8.5	7:30 - 8:30		Orientation	1.0		
	8:30 - 9:30		Time Management	1.0		
	9:30 - 12:00		Overview of Rehabilitative Services	2.5		
	12:00 - 1:00		Lunch			
	1:00 - 5:00		Respectful Workplace	4.0		
	5:00 - 6:00		Dinner			
TUESDAY = 10	8:00 - 9:00		TDOC Overview	1.0		
	9:00 - 12:00		CPR Certification	3.0		
	12:00 - 1:00		Lunch			
	1:00 - 3:00		Inmate Disciplinary Procedures/D. Board	2.0		
	3:00 - 5:00		Social/Cultural Lifestyles & Gender Issues	2.0		
	5:00 - 6:00		Dinner			
	6:00 - 8:00		Counseling Skills	2.0		
WEDNESDAY = 10	8:00 - 12:00		e-TOMIS (Basic)	4.0		
	12:00 - 1:00		Lunch			
	1:00 - 5:00		e-TOMIS Incidents/Disciplines Practicum	4.0		
	5:00 - 6:00		Dinner			
	6:00 - 8:00		Staff/Inmate Sexual Misconduct	2.0		
THURSDAY = 8.5	7:30 - 9:30		Uniform Fitting	2.0		
	9:30 - 10:30		Mental Health Levels of Care	1.0		
	10:30 - 11:30		Security Custody Levels	1.0		
	11:30 - 12:30		Lunch			
	12:30 - 3:30		Report Writing	3.0		
	3:30 - 5:00		First Aid Certification	1.5		
	5:00 - 6:00		Dinner			
FRIDAY = 3.0	8:00 - 10:00		Working with Mentally Ill Inmates	2.0		
	10:00 - 11:00		Drug-Free Workplace	1.0		

Tennessee Correction Academy

BASIC CORRECTIONAL PROFESSIONALS TRAINING – WEEK 2 SCHEDULE FY 15-16

	Time Block	ID#	Training Module	Hrs.	Instructor	Location
MONDAY = 9.5	8:00 - 10:00		Legal and Professional Issues	2.0		
	10:00 - 12:00		Communication Prof. & Command Presence	2.0		
	12:00 - 1:00		Lunch			
	1:00 - 3:00		Work Ethics in TDOC	2.0		
	3:00 - 5:00		Understanding Personalities	2.0		
	5:00 - 6:00		Dinner			
	6:00 - 7:30		Prison Rape Elimination Act (PREA)	1.5		
TUESDAY = 10	8:00 - 10:00		Recognizing Disturbances	2.0		
	10:00 - 12:00		Hostage Survival	2.0		
	12:00 - 1:00		Lunch			
	1:00 - 3:00		Verbal Self-Defense	2.0		
	3:00 - 5:00		Introduction to Defensive Tactics	2.0		
	5:00 - 6:00		Dinner			
	6:00 - 8:00		Cell/Area Searches	2.0		
WEDNESDAY = 9.5	8:00 - 10:00		Employee/Inmate Substance Abuse	2.0		
	10:00 - 12:00		Role of Law Enforcement	2.0		
	12:00 - 1:00		Lunch			
	1:00 - 3:00		Shared Security	2.0		
	3:00 - 5:00		Financial Management	2.0		
	5:00 - 6:00		Dinner			
	6:00 - 7:30		Defensive Tactics	1.5		
THURSDAY = 9	8:00 - 12:00		Security Threat Groups	4.0		
	12:00 - 1:00		Lunch			
	1:00 - 3:30		Cultural Diversity	2.5		
	3:30 - 4:00		Graduation Practice	.5		
	4:00 - 5:00		Stress/CISM	1.0		
	5:00 - 6:00		Dinner			
	6:00 - 7:00		Post Test/Review	1.0		
FRIDAY = 2	7:30 - 8:30		Re-Test/Review			
	7:30 - 8:30		Employee Assistance Program	1.0		
	8:30 - 9:00		Meeting with Training Administration	.5		
	9:00 - 9:30		Graduation	.5		

Tennessee Correction Academy

BASIC CORRECTIONAL PROFESSIONALS TRAINING SYLLABUS – WEEK 1

Orientation

Participants will meet with the Program Manager and are provided an overview of the program and the expectations and requirements while they are on campus.

Time Management

This lesson plan introduces the essential time management tools needed to do long range planning and handle day to day projects and assignments.

Overview of Rehabilitative Strategies

The Tennessee Department of Correction is committed to effective Rehabilitation of offenders. This is exemplified by the TDOC Mission Statement, i.e. (To enhance public safety in Tennessee through incarceration and rehabilitation of felony offenders). It is a necessary component of a Correctional System to provide mechanisms (programs) while a person is incarcerated that will help them improve themselves to a point that re-offending is less likely. Thus both the offender and society are served by these programs. This course will provide an overview of the program offerings by the TDOC in order to address this mission of Rehabilitation.

Respectful Workplace

During this course, we thoroughly examine “Employee Sexual Misconduct, Sexual Harassment, and Workplace Harassment.” Through a combination of discussion and group activities, we will identify the “protected classes” covered in this policy. We review Department of Human Resources (DOHR) definition of workplace harassment and retaliation, and analyze examples of workplace harassment. It is only through a complete and shared understanding of these issues, that we can create a productive workplace free of harassment, hostility and retaliation.

TDOC Overview

The Tennessee Department of Correction (TDOC) exists for the purpose of safeguarding the public by providing supervision of convicted felons during their period of commitment to its jurisdiction. The Department fulfills its obligations through the incarceration of inmates in a variety of secured institutional settings. All individuals are assigned to the department by the criminal courts of Tennessee and are managed in accordance with the Department of Correction policy and procedure. During this lecture-based class, we present a basic overview of the TDOC, and its mission. We examine each institution’s population, its function, and any special programs that are offered at that location.

CPR

This course is the Adult CPR component. This course is designed to prepare participants to respond to emergency situations by utilizing video and skill demonstrations as well as class discussion. This course also includes instruction on the AED device. The course culminates with a post test and participants who successfully complete all components are issued an American Red Cross Adult CPR Certification Card.

Inmate Disciplinary Procedures

TDOC employees are sworn to faithfully discharge duties and to avoid ill treatment or abuse of inmates under their charge. Each TDOC employee who has direct contact with inmates is required by policy #502.01 to enforce inmate regulations. This course will enable trainees to successfully carry out this requirement.

Social/Cultural Lifestyles of Offenders & Gender Issues

This course will identify and examine the two social structures that exist in the prison setting; that of staff and that of inmates. The staff structure is based on policies and procedures, while the inmate social structure is more "informal" - based largely on feelings and values of the inmate population. The course will also cover both the employee code and the inmate code. The interaction between these two generally opposing groups will be addressed by some general rules that should be recognized and applied. This course will also provide a view of the unique differences that occur when dealing with female inmates as well as some of the reasons for these differences.

Counseling Skills

All staff interacting on a regular basis with offenders have daily opportunities to encourage them to change their thinking and subsequently their behavior. Cognitive-behavioral therapy is one of the techniques that can be used as part of the effort to rehabilitate inmates. This type of technique is used in a variety of treatment programs and other staff can support that effort if they are knowledgeable of how it works. Cognitive-behavioral therapies combine cognitive and behavioral techniques to help offenders to identify and correct faulty thinking as it relates to behavior.

E-TOMIS Basics

The participant will learn how to sign on to the E-TOMIS training environment. The instructor will assist the student through several conversations in "inquire only" and some in which the student must enter information. After several practice exercises, the trainee will be given a skill test during which they must assess pre-loaded information and correctly answer questions about each conversation accessed.

E-TOMIS Incidents/Disciplines

The participant will sign on to the E-TOMIS training environment. The instructor(s) will guide the student through the step-by-step process of entering an incident and a disciplinary report onto E-TOMIS. If time allows, a practice incident/disciplinary will also be entered. The student will then be required to demonstrate proficiency by entering an incident and disciplinary report on TOMIS as a skills test.

Staff/Inmate Sexual Misconduct

Sexual misconduct by employees in the TDOC is an ongoing problem. This course is designed to define sexual misconduct and the type of behavior that constitutes sexual misconduct. The course will discuss inappropriate interactions between staff and inmates, the role of Internal Affairs when allegations arise and the possible consequences for an employee who engages in sexual misconduct with an inmate.

Mental Health Levels of Care

This course is designed to give correctional staff an overview of the Mental Health Levels of Care and the impact it will have on the inmates, staff and the community.

Security Custody Levels

During this course the participants will be given information and explanations regarding the security and custody level designations used by TDOC. This course is designed to help participants understand the custody levels of inmates and where they can be housed based on their security designation.

Report Writing

This lesson plan introduces the students to what constitutes a written report and why it is essential to be clear and concise. They will be taught the role of written reports as used to effectively discipline inmates and defend themselves in legal processes. These principles will be presented through lecture, discussion, and practicums. The student will write two reports one of which will be a skills test.

First Aid

Correctional employees face the possibility of having to administer emergency first aid on a daily basis. The purpose of this course is to provide them with the skills and knowledge to accomplish these life saving techniques.

Working with Mentally Ill Inmates

Inmates with mental illness usually have normal intelligence, but their problem lies, not in their ability to think, but in their perception of reality. This class will end with a discussion of mental illness and how to identify behavior changes and the make the proper referral.

Drug-Free Workplace

The Tennessee Department of Correction has a Drug Free Workplace policy that has been in effect for some time and is committed to becoming a drug free workplace. The policy was revised in 2006 to include the testing of employees for drug and alcohol use. Employees need to be informed of the specifics of this policy, consequences of non-adherence, and what to expect test-wise.

Tennessee Correction Academy

BASIC CORRECTIONAL PROFESSIONALS TRAINING SYLLABUS – WEEK 2

Legal and Professional Issues

This is a lecture and activity-based course designed to familiarize the new correctional employee with Constitutionally-protected inmate rights and the employee's professional responsibility as it relates to safeguarding those rights and professionalism. During the course, students will be given instruction on procedures for avoiding behavior or appropriately responding to inmate litigation.

Communication, Professionalism and Command Presence

This course is designed to examine what it takes to communicate well in a correctional setting. Good communication is absolutely essential. We must be able to communicate with other staff and inmates as well as the public in order to complete our mission. We will also discuss the role professionalism and being a good role model plays in our day to day work. Last, but certainly not least, we will discuss the importance of maintaining a "command presence".

Work Ethics in TDOC

This course is designed to look at what it takes to be an ethical employee. The course focuses on workplace values such as coming to work on time, being punctual with regard to lunch breaks, abiding by rules and policies, respecting co-workers, being productive and serving TDOC inmates in a positive manner.

Understanding Personalities

Know Thyself! For most of us this is easier said than done. This course of instruction is intended to accomplish the goal of self-recognition and identification of our own personality styles in our interactions with others. This course also recognizes the fact that there is no "best" personality style; that we are all "different"; that we are all a combination of styles; and that all contribute to the effectiveness of an organization.

Prison Rape Elimination Act

It is the policy of the TDOC to provide a safe, humane, and appropriately secure environment, free from the threat of sexual assault for all inmates, by maintaining a program of prevention, detection, response, investigation, and tracking of all alleged and substantiated sexual assaults. TDOC has a zero tolerance for incidences of sexual assault within its facilities. This course will provide you with the

tools needed for the detection, response, investigation and prevention of inmate-on-inmate sexual assault.

Recognizing Disturbances

A riot is one of the most devastating events that can occur in a correctional facility related to the destruction, the potential for injury or death to both staff and inmates and the long-term trauma for those who may have been held hostage. Correctional riots are a part of our history and unfortunately, they are potentially a part of our future. It is vitally important, therefore, that everyone working in a correctional facility understand riots and disturbances-what they are and how they can be prevented.

Hostage Survival

This course is designed not only to teach the participant how to enhance their chances for survival in a hostage situation but to educate them in some of the procedural responses involved in successfully resolving a hostage situation.

Verbal Self Defense

This course is based on the concepts presented in Verbal Judo. Most confrontations with offenders are verbal and if handled properly by the officer (or other staff) are not likely to escalate into a physical attack. The problem is that we as correctional employees often let our ego, our biases, or personal feelings determine how we respond to a situation. These types of responses are not only unprofessional; they are likely to result in making the situation worse, even resulting in a physical attack. When we resort to these types of responses, it may be said (accurately) that the results are "our own fault." This course will provide the correctional employee with many valuable verbal "do's and "don'ts" during confrontations with inmates.

Introduction to Defensive Tactics

During this class the participant will be instructed in techniques to defend themselves, the policy constraints associated with the use of force and the safety rules for self-defense class that are in place to help reduce injuries.

Cell/Area Searches

The purpose of this course is to explain the need for searches as well as demonstrate proper procedures for conducting them. This course will also discuss the procedures for cell inspections. The participants will then demonstrate proficiency by performing a cell/area searches under supervision and noting the location of all contraband discovered.

Employee/Inmate Substance Abuse

Through the use of lecture, handouts, and class discussion the instructor and class will determine which drugs are currently most prevalent in Tennessee prisons as well as those most abused by our

employees. Recognition of the prevalent drugs and common methods of concealment and introduction will be stressed. The class will then concentrate on the signs and symptoms of substance abuse, especially those previously determined to be most problematic in Tennessee. Alcohol abuse among correctional employees is the largest substance abuse problem due to stress. This course will also examine the overuse & misuse of prescription drugs. The class will include discussions about inmate drug testing procedures and appropriate disciplinary actions. The class will include the proper gathering of evidence and maintaining the “chain of custody”.

Role of the Law Enforcement Unit

This course will focus on the **responsibilities** and **authority** the **Law Enforcement (Internal Affairs)** division has in all crimes and investigations occurring in any TDOC institution including investigating accusations of employee misconduct or criminal behavior. Key points covered in this course include investigative authority of the Law Enforcement Unit (LEU) over any crimes committed on TDOC property, power to take depositions, and their policy of turning any evidence of crime over to the local Attorney General office for possible prosecution. The purpose of this course is to familiarize the new employee with the **role and function of LEU**. Covered items will be: **“how employees get in trouble”**, and conversely, **“how to stay out of trouble.”**

Shared Security

Regardless of job classification, every correctional employee’s primary concern must be the safety and security of the institution. Inmates can and will take advantage of non-security staff members to acquire items of benefit in an escape attempt, obtain contraband, or just to be the recipient of “favors”. Non-security personnel do not receive the degree of training on security issues that is provided correctional officers. Unfortunately, neither do they have the daily reinforcement of the importance of security concerns. This class is designed to emphasize the importance of security to all personnel, regardless of job classification.

Financial Management

Many times in the Department of Correction, there are cases where officers may be tempted to cross professional boundaries for financial gain. The lure of an inmate offering money to bring in contraband may be considered by some as a quick fix to financial distress. One way to enable employees to resist this temptation is to coach and counsel them in the area of personal finance and budgets. Through lecture, discussion and small group exercise, this class is designed to assist correctional staff in analyzing and developing personal budgets which allow them to live within their means and resist short cuts which can result in professional disaster.

Defensive Tactics

During this class the participant will be instructed in techniques to escape from a front and rear choke hold. They will also be trained to escape from various wrist and arm grabs and body locks including

being attacked from behind with your arms pinned or free. Please remember all the safety rules for self-defense class so that no one gets injured.

Security Threat Groups

The American Correctional Association concluded years ago that street gangs were slowly becoming the prison gangs of the future. Our prison population has undergone a dramatic change over the past 10 years with an increasing number of inmates who are younger, more violent and have been identified as being members or associates of organized groups. This has created cause for concern for the safety and security of our institutions. Each of you must possess an awareness of the dangers and problems that are unique to the management and control of these inmates. An important first step to effective management is simply the recognition and identification of those inmates who fall into these categories. This course is designed to provide you with information which will allow you to recognize inmates who may be potentially threatening to institutional security and how TDOC attempts to manage the problem.

Cultural Diversity

Cultural issues are personal; they get to the heart of what you think about people, but rarely reveal. We may fear that we will offend others if we voice our opinion or thoughts on racial, ethnic, gender, or other such issues. These issues may be hard to talk about, but we need to become more comfortable talking about and dealing with different cultures. We cannot pick and choose our co-workers, the people we supervise or even our neighbors. We must be able and prepared to deal effectively with a wide variety of people; the key word here is effectively. The purpose of this course is to explore ways to work with our cultural differences not let them be stumbling blocks.

Stress and Critical Incident Stress Management

Stress is a fact of life. In fact, life without stress is death. During a person's life, they will encounter both positive (helpful) and negative (harmful) stress. This course will concentrate on negative stress, signs of stress, its effects, and what may be done to deal with stress. We will try to determine individual vulnerability to stress and also individual current degree of stress. This course will also look at Critical Incident Stress and the unique problems this type of stress may cause.

Post Test

Participants are given a test from topics covered during the training. A score of 80% is required to complete the program.

Employee Assistance Program

This course is designed to familiarize the trainees with the services and methods to access them offered by the Employee Assistance Program. This program is available free to state employees. The class will address and discuss the kinds of problems/issues the EAP is designed to help employees.

TDOC Institutional Orientation (CORE) training includes, at a minimum, the following topics:

1. The institution's mission, goals, and vision
2. Security/contraband policies and procedures
3. Key and tool control
4. Appropriate conduct with offenders and co-workers
5. Employee rights and responsibilities
6. Universal precautions and communicable diseases
7. Personal protective equipment/bio-hazardous waste disposal.
8. Prohibitions concerning workplace harassment (including sexual harassment)
9. Fire safety and emergency evacuation procedures, and 4-minute response.
10. Supervised job-shadowing opportunities.
11. CISM (Critical Incident Stress Management)
12. Title VI (Civil Rights Act of 1964)
13. Suicide prevention
14. Emergency operation plans
15. Overview of roles of Rehabilitative Services and TRICOR
16. Prison Rape Elimination Act

TDOC Serv Safe Certification