

San Mateo County Sheriff's Office

# Jail Training Manual 2020

Corrections Division



**NOTE:**

The San Mateo County Sheriff's Office Jail Training Manual is a living document, which is subject to regular revisions and updates based on legislative changes, case law development, and identified best practices. The online version of this manual posted on the San Mateo County Sheriff's Office website will be reviewed at least annually to reflect revisions/updates from the previous year.

## Table of Contents

|  |    |
|--|----|
| Preface .....                                | 1  |
| To the Training Officers .....               | 1  |
| To the Trainees .....                        | 2  |
| Code of Ethics .....                         | 3  |
| Mission and Vision Statements .....          | 4  |
| Sheriff’s Office Mission Statement .....     | 4  |
| Corrections Division Mission Statement ..... | 5  |
| Corrections Division Vision Statement .....  | 5  |
| Program Overview .....                       | 6  |
| General Information .....                    | 8  |
| Training Methodology .....                   | 8  |
| Daily Evaluations .....                      | 8  |
| Performance Objectives .....                 | 9  |
| Policies and Procedures .....                | 9  |
| Report Writing .....                         | 9  |
| End of Phase Reports .....                   | 10 |
| Training Schedule .....                      | 10 |
| Trainee Evaluation of Trainer .....          | 10 |
| Exit Interview .....                         | 10 |
| Training File .....                          | 11 |
| Training Goals and Objectives .....          | 12 |
| Training Challenges .....                    | 13 |
| Performance Improvement Plan .....           | 13 |
| Extension Reporting .....                    | 14 |
| Program Management .....                     | 15 |
| Program Supervision .....                    | 16 |
| Jail Training Officers .....                 | 17 |
| Trainees .....                               | 18 |
| Chain of Command .....                       | 19 |
| Daily Evaluations .....                      | 20 |

Performance Objectives..... 22

    Officer Safety ..... 22

    Post Assignments ..... 23

    Knowledge of Facility..... 25

    Emergency Procedures and Plans ..... 26

    Knowledge of Policy and Procedure..... 27

    Ability to Communicate (Verbally) ..... 28

    Ability to Communicate (Listening) ..... 29

    Accuracy, Completeness and Uses of Routine Forms ..... 30

    Spelling and Grammar in Report Writing ..... 31

    Organization and Detail in Report Writing ..... 32

    Time Used in Report Writing ..... 33

    Radio Use..... 34

    Inter-Facility Communications ..... 35

    Written and Verbal Tests..... 36

    Appearance, Uniform and Hygiene ..... 37

    Observation Abilities ..... 38

    Ability to Follow Instructions and Orders..... 39

    Self-Initiated Activity ..... 40

    Use of Sound Judgment..... 41

    Acceptance of Criticism ..... 42

    Attitude Toward Inmates ..... 43

    Self-Confidence and Command Presence ..... 44

    Relationship with JTO ..... 45

    Relationship with Co-Workers and Supervisors ..... 46

    Performance Under Stress ..... 47

    Ability to Adapt to New Situations ..... 48

    Verbal Control of Conflict..... 49

    Physical Control of Conflict..... 50

Training Phase Checklists ..... 51

    General / Global Policies ..... 52

    Intake..... 56

Intake Classification (Overview) ..... 62

General Housing – New Maguire ..... 63

General Housing – Old Maguire ..... 66

General Housing – Medical ..... 69

Special Housing – Administrative Segregation..... 72

Rover ..... 76

Central Control ..... 84

Releases (Overview) ..... 89

Front Lobby (Overview)..... 910

Appendix A..... 965

Appendix B..... 976

## Preface

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### To the Training Officers

This manual was designed to assist everyone involved in the Jail Training Officer (JTO) Program. It will provide the information needed to train newly assigned staff at the Maguire Correctional Facility in the job skills and knowledge needed to be successful and accomplish the job tasks associated with assignments here. The goal of the JTO Program is to provide newly assigned staff with a breadth of training that will enable them to function on their own as Sheriff's Deputies and Correctional Officers. Trainers are directly responsible for training those new officers and deputies who will become co-workers and backup to all personnel assigned in the Maguire Facility. This is a serious task and a serious responsibility. As with any important assignment, it has its liabilities and rewards; the embodiment of the labor of training is visible in the success of the daily operation of the facility. There are few jobs so rewarding and important as the one of assisting another individual to achieve their full potential.

JTOs must possess the skills, personality, knowledge, and experience to train others. JTOs are entrusted with the sometimes-arduous task of putting new trainees into the ranks of seasoned employees. This manual has been designed to assist in that task. It outlines the steps of the training program and the documentation needed to guide trainees into graduating from the program.

After the manual has been completed with trainees, they should be ready to take over full-time roles within the facility. There may be trainees who are not up to the challenges of this profession, and JTOs are expected to identify those individuals by documenting their deficiencies and reporting their findings to the appropriate JTO Sergeant for action. While our goal is the success of every trainee, that may not always be possible.

It is our goal to make everyone's job as easy as possible while keeping adequate records of the progress of all trainees to ensure that they have received proper, adequate, and consistent training.

## To the Trainees

Congratulations on your appointment to the San Mateo County Sheriff's Office!

The selection process for the position you have filled has been competitive. After very careful consideration, we have come to the conclusion that you possess the skills and character traits that we look for when hiring deputies and correctional officers for our Office. You should take great pride in your appointment, and we welcome you to our organization.

The Sheriff's Office is committed to serving our communities in the most effective manner possible. In order to accomplish this, we have set high standards of both ethics and performance. By holding to the conduct standards set forth in the Law Enforcement Code of Ethics, we build and maintain public trust, enhance the image of our profession, and commit ourselves to critical values. Additionally, the Sheriff's Office Mission Statement forms a foundation for our performance standards. Together, these two documents comprise the backbone of the Sheriff's Office, and adherence to them is critical to our continued success.

During the next few months, you will undergo training that is designed to prepare you to become a solo correctional officer or deputy in the jail environment. Our training program is demanding, and you will have to be committed in order to be successful. You have our assurance that the Sheriff's Office will do all that it can to help you succeed, and this Jail Training Manual is one such tool toward that end.

We look forward to helping you begin your career with the San Mateo County Sheriff's Office.

*Carlos G. Bolanos*

Carlos Bolanos, Sheriff

## Code of Ethics

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As a Law Enforcement Officer, my fundamental duty is to serve humanity; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional right of all people to liberty, equality and justice.

I will keep my private life unsullied as an example to all and will behave in a manner which brings credit to myself and my agency. I will maintain courageous calm in face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal bias, prejudices, political beliefs, animosities, aspirations, or friendships to influence my decisions. I will always remember my shared humanity and will cultivate an attitude of compassion, respect, and empathy toward all peoples.

With no compromise for crime and with relentless prosecution of criminals, I will enforce the laws courteously and appropriately without fear of favor, malice or ill will, never employing unnecessary force or violence, and never accepting gratuities. I will never engage in acts of bribery nor will I condone such acts by others. I will cooperate with all legally constituted agencies and their representatives in the pursuit of justice and the maintenance of integrity in law enforcement.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held only so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before all I hold sacred to my chosen profession...Law Enforcement.

## Mission and Vision Statements

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### Sheriff's Office Mission Statement

The San Mateo County Sheriff's Office is dedicated to protecting lives and property and is committed to providing the highest level of professional law enforcement and correctional services. We pledge to promote public trust through fair and impartial policing and will treat all persons with dignity, compassion and respect.

**COMMITMENT:** We are committed to protecting life and property and preserving the public peace by acting professionally, with integrity, and without prejudice, even in the most challenging circumstances, when no one is watching, and on and off duty. We hold others accountable to the same standards and challenge any inappropriate behavior.

**INTEGRITY:** We are committed to ethics, equity and excellence. We understand that making a difference in the quality of life is an opportunity that policing and correctional services provides. We provide excellent service by respecting and upholding the rights and freedoms of all people in all our interactions, free from bias or stereotype, seeking to understand and help others by making a difference.

**COMPASSION:** We understand that sometimes we interact with the community during their most trying times. We are committed to treating all people with compassion, empathy, and respect; going the extra mile to ensure others feel safe, supported, included, engaged and valued; standing up for those who cannot stand up for themselves; and valuing others' life experiences.

**INNOVATION:** We promote an environment that encourages continuous improvement and innovation. We strive to be leaders in modern policing, acting on input and feedback from our communities and colleagues; constantly implementing best practices; and exploring alternative solutions to current issues.



### **Corrections Division Mission Statement**

The San Mateo County Sheriff's Office Corrections Division works collaboratively within the judicial system and the community to provide safe and secure adult correctional facilities that protect the public safety and promote positive inmate program services in order to reduce recidivism and improve the quality of life of those we serve.

### **Corrections Division Vision Statement**

We are committed to fostering a work environment that ensures employee's safety, provides appropriate training, and allows for meaningful and rewarding career development.

Inmates will be incarcerated in a manner that provides for their medical, nutritional, hygienic, legal, and spiritual needs in accordance with state law and county ordinances. Program services will be provided to prepare inmates for successful reintegration into the community upon their release.

Our correctional facilities will maintain a positive public safety presence in the neighborhoods and operate in an efficient manner that maximizes resources for those we serve. They will be model facilities that are environmentally sensitive, socially responsible and fiscally accountable.

## Program Overview

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The JTO Program is designed to be approximately fourteen (14) weeks of on-the-job formal training for entry level employees, Correctional Officers and Deputy Sheriffs, twelve (12) weeks for lateral Deputy Sheriffs, and three (3) weeks of orientation for Reserve Deputy Sheriffs. The program has been divided into one week of Sheriff's Office orientation and a series of training phrases. Each phase is designed to assist the trainee in learning the skills required to be a Deputy Sheriff, Correctional Officer, or Reserve Deputy Sheriff assigned to the jail. The JTO may recommend that training time be extended for the trainee at any point of the training program because of demonstrated deficiency. Whenever possible, the trainee will be assigned to a different JTO for each phase of the program. Trainees may be assigned to the day and night shift teams as scheduling allows.

Each trainee and JTO will work in selected areas of the facility based on a set schedule for each phase. The following charts identify the training areas and planned length of time in each phase, based on the trainee's designation:

| <b>ENTRY LEVEL<br/>CORRECTIONS OFFICER / DEPUTY SHERIFF</b>   |           |          |
|---|-----------|----------|
| <b>Intake</b>   | 120 Hours | 3 Weeks  |
| <b>Intake Pod</b>   | 84 Hours  | 2 Weeks  |
| <b>Classification &amp; Releases<br/>(Overviews)</b>  | 12 Hours  | 1 Day    |
| <b>General Housing Units</b><br>4 <sup>th</sup> Floor / 5 <sup>th</sup> Floor<br>Old Maguire<br>Medical | 84 Hours  | 2 Weeks  |
| <b>Administrative Segregation Pods</b><br>3-West Max<br>3-East Ad-Seg<br>CHOICES/Special Custody        | 84 Hours  | 2 Weeks  |
| <b>Security Rover</b>   | 48 Hours  | 1 Week   |
| <b>Central Control (Overview)</b>   | 84 Hours  | 2 Weeks  |
| <b>Opposite Shift Exposure<br/>(½ Intake, ½ Rover)</b>  | 84 Hours  | 2 Weeks  |
| <b>Program Total</b>  | 600 Hours | 14 Weeks |

| LATERAL DEPUTY SHERIFF  |           |          |
|---|-----------|----------|
| <b>Intake</b>   | 84 Hours  | 2 Weeks  |
| <b>Intake Pod</b>   | 84 Hours  | 2 Weeks  |
| <b>Classification &amp; Releases (Overviews)</b>                              | 12 Hours  | 1 Day    |
| <b>General Housing Units</b><br>4 <sup>th</sup> Floor / 5 <sup>th</sup> Floor | 48 Hours  | 1 Week   |
| <b>Old Maguire Housing Units</b>  | 12 Hours  |          |
| <b>Administrative Segregation Pods</b><br>3-West Max<br>3-East Ad-Seg         | 84 Hours  | 2 Weeks  |
| <b>Choices / Special Custody Pods</b><br>6-East / 6-West                      | 24 Hours  | 2 Days   |
| <b>Security Rover</b>   | 84 Hours  | 2 Weeks  |
| <b>Central Control (Overview)</b>   | 48 Hours  | 1 Week   |
| <b>Program Total</b>  | 480 Hours | 12 Weeks |

| RESERVE DEPUTY SHERIFF       |           |         |
|------------------------------|-----------|---------|
| <b>Intake</b>                | 36 Hours  | 1 Week  |
| <b>General Housing Units</b> | 36 Hours  | 1 Week  |
| <b>Security Rover</b>        | 36 Hours  | 1 Week  |
| <b>Program Total</b>         | 108 Hours | 3 Weeks |

Due to scheduling considerations and availability of JTOs, the phases/training areas may be completed in different orders than those listed above. The length of time in each phase may also be adjusted as needed. Training in Central Control, Classification, and Releases are done as overviews, and the trainee should gain enough knowledge and skill to assist in these locations if needed. Additional training will be provided at the team level if the trainee is selected to work in one of these locations.

## General Information

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### Training Methodology

Beginning the first day of the JTO Program, trainees should perform as many tasks as they are capable of performing. The Performance Objectives outlined in this manual provide a basis for all training. Trainees are expected to perform more varied and complex tasks as they gain more experience throughout the training program.

The transfer of duties from the JTO to the trainee will vary from task to task and individual to individual, dependent upon the trainee's ability to perform the tasks. The JTO will use the following training sequence when teaching a specific task:

1. The JTO will demonstrate each task, explaining how and why the task is performed.
2. The trainee will perform the task with the JTO's assistance, as the trainee explains why the task is done.
3. The trainee will perform the task without the JTO's assistance.

Each JTO is responsible for the conduct and actions taken by each trainee. If, at any time, the JTO feels the trainee presents a significant and uncorrectable threat to the safety of staff, inmates or the facility, the JTO Sergeant, if available, or the on-duty Sergeant will be notified immediately by the JTO. The trainee will be re-assigned to a non-inmate post until the JTO Sergeant and the JTO Lieutenant can review the situation.

### Daily Evaluations

Written evaluations will be completed for every day of training. The JTO will make every attempt to complete the Daily Observation Reports (DORs) prior to the end of shift. These evaluation forms provide trainees an opportunity to receive feedback in their performance. The trainee will know what their strong performance areas were each day and will become aware of areas where improvement is needed. The evaluation will also document any remedial training done or needing to be done.

After discussion between the JTO and the trainee, both will sign the DOR. Trainees may make comments on the form regarding the training they have received, including concerning the JTO Program or the JTO. Trainees are encouraged to make a copy of the DOR for their records. The DOR will then be forwarded to the JTO Sergeant to be included in the trainee's file.

## **Performance Objectives**

Each phase of the JTO Program has lists of performance objectives the JTO utilizes to ensure that each trainee receives training in and successfully masters specific tasks, knowledge, skills, abilities and behaviors. Additional list(s) of performance objectives that apply globally to the facility throughout the training program will also be utilized. These performance objectives ensure that every trainee receives the same basic training in each phase of the program, but trainees should be involved in as many learning experiences as possible. The JTO will explain and/or demonstrate each objective, and the trainee will be asked to explain and/or perform each objective satisfactorily at a later time, preferably in a real-life situation. The JTO and the trainee will date and sign/initial after each objective has been both instructed/demonstrated and applied/explained. At the end of each phase, the completed performance objective checklists will be forwarded to the JTO Sergeant to be included in the trainee's file.

## **Policies and Procedures**

Throughout the JTO Program, trainees will be required to read and understand assigned chapters of the Detention Division Policy and Procedure Manual and the Sheriff's Office General Orders. Trainees will then sign and date the appropriate Checklists indicating that they have read and understood each Policy or General Order. These checklists will be forwarded to the JTO Sergeant to be included in the trainee's file.

## **Report Writing**

Report writing scenarios may be given throughout the phases of the JTO Program. These scenarios are intended to help to develop the trainee's report writing skills. Trainees will also be expected to write actual reports based on incidents within the facility. All reports written by a trainee will be listed on a Report Log, identifying the date and type of report written. At the conclusion of the Training Program, the Report Log will be forwarded to the JTO Sergeant to be included in the trainee's file.

## **End of Phase Reports**

At the end of each training phase, the JTO will complete an End of Phase Report and recommended that the trainee either be advanced to the next phase or receive an extension of training. The JTO will discuss the End of Phase Report with the trainee, and then both the JTO and the trainee will sign the form. The End of Phase Report will be forwarded to the JTO Sergeant to be included in the trainee's file.

## **Training Schedule**

During each phase of the JTO Program, trainees will be assigned to work in various locations that are consistent with the training schedule, so that the trainees will receive adequate training in each area of the facility. The JTO Sergeant will work closely with the team scheduling Sergeant to ensure that the training schedule is adhered to and the trainee's needs are met. There may be circumstances where some deviation from the training schedule is necessary. In an emergency, or if the assigned JTO is not available to work with the trainee, the trainee may be assigned to another JTO to avoid a disruption in the training schedule.

## **Trainee Evaluation of Trainer**

At the end of the training program, trainees will be required to complete an evaluation of their JTOs and provide it to the JTO Sergeant. The purpose of the evaluation is to provide feedback to the JTO on their performance so they can improve their style or techniques with future trainees. The trainee should be completely candid when completing their evaluation of the JTO. A Level-1 Assessment form will be used for this purpose and can be found in Appendix B of this manual. Each trainee will forward the completed evaluation form to the JTO Sergeant to be used to evaluate both program and individual effectiveness.

## **Exit Interview**

At the conclusion of the JTO Program, trainees may be requested to participate in an exit interview with the JTO Sergeant and Lieutenant. The intention of the exit interview is to gain feedback encompassing both the program as a process and the trainers as a team. In addition, each trainee upon completing a phase of training will be provided with a Jail Training Officer (JTO) Program Critique form. Each trainee will complete the form assessing the training program, and will forward the completed program critique

form to the JTO Lieutenant, via the JTO Sergeant, to be used to evaluate both program and individual JTO effectiveness. The Jail Training Officer (JTO) Program Critique form can be found in Appendix A of this manual.

## **Training File**

The JTO Sergeant will keep an active training file for each assigned trainee. This file will include all DORs, End of Phase Reports, completed Performance Objective checklists, Report Log(s), report writing scenario assignments, and any other related documents. At the conclusion of the Training Program for each trainee, the training file will be forwarded to the Sheriff's Office Training Unit and kept with the employee's training file.

## Training Goals and Objectives

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The training goals of the JTO Program include the sustenance of excellence through efficiency in Corrections. Our efficiency in training includes delivery of professional standards of training, record keeping, maintaining and archiving all training records, and achieving a compliance distinction with the Standards and Training for Corrections (STC) Program, operated by the State of California, Corrections Standards Authority.

The training objectives in support of the JTO Program Goals are:

1. To train staff to be professional and proficient in every post assignment
2. To train staff to control and direct inmates in a direct supervision setting
3. To train staff to use their interpersonal communication skills
4. To promote team spirit, cooperation and positive attitudes among co-workers
5. To provide continual evaluation of the trainee's performance under actual working conditions, identifying strengths and weaknesses in performance
6. To provide remedial training to correct performance deficiencies
7. To closely monitor the trainee's performance, providing feedback to the individual and input to supervisory staff
8. To provide new personnel with a basic working knowledge and understanding of Correction's Division Policy and Procedure Manual, Title 15, and the Penal Code
9. To train personnel to control, direct, and safely handle inmates that pose a threat to themselves, other inmates, staff, and/or the facility
10. To provide training and evaluations of staff who are returning from extended leaves or transferring from another facility



## Training Challenges

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JTOs may recommend that training time be extended for a trainee at any point in a given phase of the training program due to a demonstrated deficiency. Extensions may be up to four (4) weeks in duration during the program for the following reasons:

1. There is (are) specific, identifiable problem(s), usually involving deficiencies in the critical skill areas
2. During the previous weeks of training, the trainee has shown some progress in the problem area(s), yet is still below acceptable standards that would enable the success of the trainee to complete the phase
3. There is reason to believe that a remedial training plan would correct the problem(s) during an extension of the training phase

### Performance Improvement Plan

The JTO Sergeant will assign the trainee who has been granted an extension to a JTO. The JTO assigned may or may not have worked previously with the trainee. In most cases, the JTO Sergeant and the JTO will develop a Performance Improvement Plan (PIP) that will outline the trainee's deficiencies. The JTO will work with the trainee on the areas outlined in the PIP.

In preparing a PIP, the JTO Sergeant will look at the trainee's previous assignments and evaluations before assigning a JTO. The written PIP will contain the following elements:

- Identification of the deficiency(-ies) – Be specific
- Identify a solution for the deficiency(-ies)
- Chart out a course of action to address the deficiency(-ies)
- State specific objective(s) that should be reached if the trainee is to successfully complete the PIP

## Extension Reporting

An in-depth report that addresses the trainee's success or failure in the area that the trainee requires additional training, as defined in the PIP, will be completed by the JTO at the end of the extension period. This report will be completed in addition to the daily evaluations completed by the JTO. The JTO will also focus on applicable critical skills (listed alphabetically):

- Behavior Evaluation
- Command Presence
- Appropriate Judgment
- Initiative
- Observations Skills
- Officer Safety
- Self Confidence

If the trainee successfully completes the extension of the training phase, they will be assigned to the next phase or to their permanent team. If the trainee is unable to perform at an acceptable level after the extension of training, the JTO Lieutenant and the JTO Sergeant will prepare a written recommendation for the subsequent course of action. The recommendation will be forwarded through the chain of command. All supporting documentation (Daily Evaluations, the PIP, and any written material or reports completed or compiled during the entire training program) need be attached to the recommendation.

## Program Management

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The primary responsibility for the oversight and management of the JTO Program rests with the JTO Lieutenant. The duties of the JTO Lieutenant are as follows:

1. Continually monitor and make improvements in the JTO Program using feedback and suggestions from the JTO's, the JTO Sergeant, and trainees
2. Arrange for on-going training and assistance to the JTO Sergeant and JTOs
3. Arrange regular meetings, conferences, or communications with the JTO Sergeants to discuss individual trainees, problems, and/or to create solutions and present improvements to the program
4. Coordinate and attend meetings with the JTOs and the JTO Sergeant to discuss their concerns for training and improvement of the training program
5. Solicit input from other Lieutenants regarding the improvement of the training program
6. Make recommendations to the Captain on removal or retention of trainees

## Program Supervision

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The primary responsibility for day-to-day supervision of the JTO Program rests with the Team JTO Sergeants. It is the JTO Sergeants' responsibility to ensure that every trainee completes the JTO Program fully trained and meeting the standards of the Sheriff's Office. To accomplish this, the JTO Sergeants must:

1. Ensure the JTOs are fully and properly trained, that they are aware of their positions as role models and that they remain effective trainers
2. Be available to answer any JTO concerns
3. Ensure proper and complete Daily Evaluations and End of Phase reports are submitted in a timely fashion by the JTOs
4. Maintain the open lines of communication with the team scheduling Sergeants, so that each trainee is assigned to the positions outlined in the training schedule
5. Solicit input from each team Sergeant regarding improvement of the JTO Program and the performance of the JTOs and trainees
6. Make recommendations to the JTO Lieutenant concerning phase extensions and removal or retention of trainees
7. Schedule interviews with trainees who are not performing at a satisfactory level(s)
8. Once each trainee has successfully completed the JTO Program, provide the appropriate team Sergeant with a copy of the trainee's final End of Phase report to aid in completing the trainee's 6-month performance evaluation
9. Discuss each trainee's evaluation of their JTOs, discussing both successes and areas where improvement may be needed

## Jail Training Officers

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The primary responsibility of each JTO is to train new staff to be professional and proficient in their duties. To accomplish this, JTOs must:

1. Enforce policies and procedures, post orders, and Title 15 requirements
2. Follow the training and evaluation process outlined in this manual
3. Act as an observer, writing Daily Evaluations, completing Performance Objective Checklists, End of Phase reports and submitting other documentation as required, all in a timely manner
4. Provide honest, impartial ratings of the trainee's performance based on the standard evaluations guidelines contained within this manual
5. Share information about successful and unsuccessful training experiences with other JTOs only to assist in increasing their effectiveness as trainers
6. Provide on-going instruction utilizing innovation and practical techniques
7. Be available to answer trainees' questions and guide them through the learning process
8. Maintain the integrity and professionalism of personnel and the Sheriff's Office by setting an example in conduct and interactions with other staff, other agencies and the general public
9. Keep the JTO Sergeant fully informed on the progress of each trainee
10. Inform the JTO Sergeant immediately when any trainee is performing below accepted standards

## Trainees

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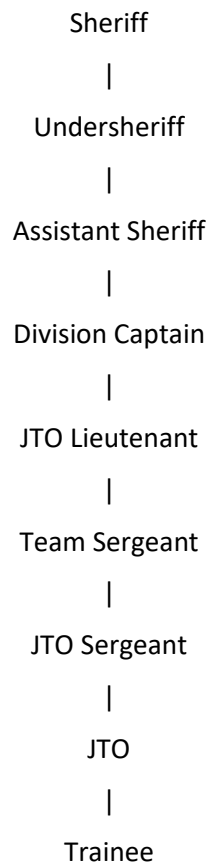
The primary responsibility of each trainee is to complete the training program successfully. To accomplish this, trainees must:

1. Follow the instructions given by each JTO
2. Ask questions and take initiative to perform all duties as instructed or demonstrated by JTOs
3. Read and understand the Corrections Division Policy and Procedure Manual, Title 15, the Penal Code, and any other additional information provided by JTOs
4. Demonstrate knowledge, skills and abilities learned
5. Accept performance criticism in a positive manner to improve performance and enhance the learning process
6. Read and understand the standard evaluation guidelines as required for success in the JTO Program
7. Actively solicit performance feedback to improve and succeed in the JTO Program

## Chain of Command

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## Daily Evaluations

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The Daily Observation Report (DOR) must be completed on trainees for each day that the trainee is in the JTO Program. The JTO will make every effort to complete the form prior to the end of each shift, but no later than two working days after the shift. The DOR has been designed to provide the trainee with valuable feedback on their performance. The trainee is rated based upon the Standard Evaluation Guidelines presented in this manual. Trainees will receive numerical ratings on the scale as follows:

|            |  |
|------------|--|
| <b>NRT</b> | Not Responding to Training                                   |
| <b>1</b>   | Unacceptable   |
| <b>2</b>   | Significantly Below Standard / Needs Significant Improvement |
| <b>3</b>   | Below Standard / Needs Improvement                           |
| <b>4</b>   | Standard   |
| <b>5</b>   | Above Standard   |
| <b>6</b>   | Significantly Above Standard                                 |
| <b>7</b>   | Outstanding  |
| <b>NO</b>  | Not Observed   |

In the narrative section of the DOR, the JTO will make comments on the trainee's performance, describing the trainee's strong points, areas where he/she may need to improve, and a description of any remedial training that occurred or needs to occur.

The comments sections of the Daily Evaluation Form are critical to provide each trainee with accurate feedback on their performance. It is vital that all areas of concern regarding a trainee's performance are addressed clearly and in a factual, forthright manner. It is just as important to use this section of the form to provide the trainee with positive comments about their performance, as doing so will encourage trainees to continue with desired and appreciated behaviors. Information presented in the comments section should be specific in addressing behaviors that are both desirable and undesirable.



JTOs are expected to make notes throughout the day concerning the trainee's actions and use those notes to complete the comments sections of the form. Trainers should avoid using general terms when describing trainees' actions, because trainees cannot learn much from non-specific comments. The use of specific information best sets the stage to describe the circumstances surrounding any event; use quantification, e.g. how long it would take for the average Deputy Sheriff/Correctional Officer to complete a report, when possible. Finally, record only facts; avoid conclusions.

It is critically important to avoid rating errors. Common mistakes that can be made by JTOs when rating their trainees include:

- ***"They need to have room to improve"*** – If a trainee exceeds standards as defined in the Standard Evaluation Guidelines, the trainee should receive the rating of exceeds standards. It is not significant whether it is the trainee's first or last day in the program.
- ***Motivational Errors*** – This is when the JTO gives the trainee a better score than supported by their behavior in the hope that positive feedback will increase motivation. This usually proves to be an untrue perception and trainees learn that they can achieve success with less effort.
- ***Credit for Effort*** – Effort alone does not mean the trainee was successful in mastering a specific task. The "A for effort" perspective has no application when the JTO is trying to provide an accurate behavioral rating for a trainee.
- ***Introducing Variables*** – Circumstances that do not involve actual job performance should not be taken into account when rating the trainee. Variables such as time in the JTO Program, experience (either lack thereof or previous experience), gender, personal hardships, or any previous or current relationship with the trainee (either positive or negative) should collectively and individually not be taken into account in the training/rating process.

In any category where a trainee receives a rating of "1" or "2," the JTO should document why the rating was given and what the trainee did specifically to deserve that rating. The same is true for ratings of "6" or "7." In the first several weeks in the JTO Program, it is expected that trainees may receive ratings of "3 – Below Standards / Needs Improvement". As trainees become more familiar with their job duties, their ratings should improve.

## Performance Objectives

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### Officer Safety

#### Training Objectives

The trainee will utilize good officer safety skills to include: positioning themselves in the best possible position to hear and see inmates by using distance, proper stance, and by looking directly at the inmate; conducting thorough searches of both inmates and inmate occupied areas; being alert at all times to the activities that are going on around them and to possible dangerous situations; and using equipment available to assist with officer safety issues.

#### Unacceptable Level

Does not make rounds without being reminded; remains at the officers' stations for extended periods of time; walks in front of or does not leave adequate distance between self and inmates; places staff in unsafe situations because of inattention; is lax in conducting searches of inmate areas; leaves one handcuff dangling when cuffing or un-cuffing inmates; does not pay attention to inmate behaviors, thereby missing potentially dangerous situations

#### Standard Level

Understands the principles of good officer safety and applies them; maintains a position of advantage when dealing with inmates; is only at the officers' station when it is necessary, otherwise is making rounds and interacting with inmates; conducts thorough searches of inmates and inmate occupied areas; is aware of potentially dangerous situations and responds accordingly

#### Outstanding Level

Regularly applies the best principles of officer safety; keeps current in changes and updates of techniques; always maintains a position of advantage and is alert to changing conditions that may create new hazards; plans a course of action in situations that maximize the position of advantage and minimize potential danger; conducts searches in a thorough and professional manner without creating conflicts or delays; is constantly aware of his/her surroundings

## Post Assignments

### Training Objectives

The trainee will have the knowledge of and the ability to handle all assignments and duties as outlined in the Post Orders for each facility post. The trainee will be able to assume responsibility for all post duties and fulfill those duties in a proficient and professional manner.

### Unacceptable Level

Is not familiar with the Post Orders and does not attempt to become familiar with them; does not inspect the pod for security, cleanliness, maintenance problems, or safety hazards; does not appropriately record pod activities and information in the activity log; spends time on personal business or activities; does not explain pod rules or provide required orientation to new inmates; does not request briefing when coming on shift or assuming the post; does not brief on-coming shift members or relief staff when leaving the pod; allows the pod to become too noisy and has too many activities occurring at one time; does not prioritize assignments or permits unnecessary, unscheduled activities; does not pick up or deliver mail as required; is unable to handle the pod without constant supervision; makes inappropriate or ineffective decisions; does not address problems brought to his/her attention by inmates; fails to notify the team Sergeant of unusual situations; does not maintain and update the tank roster or update CJIS when inmates enter or leave the pod

### Standard Level

Reviews Post Orders at the beginning of each shift; inspects the pod for cleanliness, maintenance problems, and safety hazards when assuming the post; appropriately records pod activities and information in the activity log; does not spend time on personal business; explains pod rules and provides required orientation to new inmates; requests briefing when coming on shift or assuming the post; briefs on-coming team or relief officer when leaving the pod; maintains quiet in the pod and does not allow too many activities to occur at one time; prioritizes his/her assignments or unscheduled activities; picks up or delivers mail as required; is able to handle the pod without constant supervision; makes appropriate and effective decisions; addresses problems brought to his/her attention by inmates; notifies the team

Sergeant of unusual situations; maintains and updates the pod roster and updates CJIS when inmates enter or leave the pod

### **Outstanding Level**

Solves problems, including the unusual ones, by making effective decisions without assistance from the JTO or team Sergeant; is able to foresee problems and makes decisions in advance; works closely with the team Sergeant on resolving problems relative to the overall function of the shift and the facility; has the ability and willingness to assume responsibility in the JTOs absence; has outstanding knowledge of the Post Orders for each facility post; requires little, if any, supervising; offers new inmates a complete and thorough orientation to rules and procedures; updates the pod roster to ensure correct counts at all times

## **Knowledge of Facility**

### **Training Objectives**

The trainee will have a working knowledge of the facility layout. The trainee will also have the ability to identify types of locks and keys, and will know when to appropriately use keys as opposed to opening doors electronically. The trainee will have the ability to use the control panels in each pod.

### **Unacceptable Level**

Does not utilize and/or know important locations within the facility, i.e. holding cells, safety cells, special housing areas, etc.; cannot remember specific information and problems areas in each location; makes little or no effort to improve knowledge; lacks knowledge of keys, locks, and alarm systems; cannot operate control panels; cannot remember keys

### **Standard Level**

Knows the locations of all important areas in the facility and has a good working knowledge of their use and problems areas; understands and can use the control panels efficiently; knows all of the functions on the control panels; is familiar with lock systems and appropriate key use

### **Outstanding Level**

Knows all areas of the facility; can move from point to point in the shortest possible time; maintains excellent working knowledge and comprehension of all systems, locks, and alarms; can thoroughly explain and demonstrate all functions on the control panels; has a thorough knowledge of all keys and where they are used

## **Emergency Procedures and Plans**

### **Training Objectives**

The trainee will be able to respond to any emergency situation with a working knowledge of emergency procedures as set forth in policy and procedure.

### **Unacceptable Level**

Does not know primary and secondary evacuation routes in all areas of the facility; does not know his/her role in responding to an emergency situation; cannot put on and use the Self-Contained Breathing Apparatus (SCBA); does not know the difference between what is an actual emergency and what is not, e.g. medical emergencies

### **Standard Level**

Knows the primary and secondary evacuation routes for all areas of the facility; knows his/her role in responding to an emergency situation; is able to put on an SCBA in less than one minute; is able to determine actual emergency situations and call for response

### **Outstanding Level**

Has a thorough knowledge of all emergency procedures and can initiate procedures without hesitation or guidelines; has demonstrated his/her knowledge in actual emergency situations; has the ability to put on an SCBA in less than 30 seconds

## **Knowledge of Policy and Procedure**

### **Training Objectives**

The trainee will have knowledge of and the ability to apply Detention Policies and Procedures.

### **Unacceptable Level**

Lacks significant knowledge or violates policy and procedure; is not aware of revisions in policy and procedure and/or does not review updates and changes

### **Standard Level**

Has a working knowledge of and observes policy and procedure; reviews updates and changes to policies when notified

### **Outstanding Level**

Thoroughly knows and observes policy and procedure; is aware and knowledgeable of all policies and revisions

## **Ability to Communicate (Verbally)**

### **Training Objectives**

The trainee will have the ability to control and direct inmates without confusion. The trainee will have the ability to handle potentially volatile situations using communications. Each trainee will be able to express ideas and directions in clear, concise language. The trainee will have the ability to communicate with inmates of different backgrounds and intelligence. The trainee will be able to initiate conversation with inmates.

### **Unacceptable Level**

Lacks ability to communicate effectively to gain compliance; is unable to control or direct inmates without creating a conflict; is unable to express thoughts clearly and concisely; is easily affected or angered by comments from inmates; counsels inmates in front of other inmates or does not counsel inmates at all; uses unnecessary or inappropriate language

### **Standard Level**

Speaks with authority in a clear, calm voice; controls and directs inmates with a minimal amount of friction; does not take comments from inmates personally; counsels inmates in private; uses proper language; organizes thoughts and is able to communicate ideas; is able to be understood by inmates of different backgrounds; is able to elicit necessary information; is able to control potentially volatile situations and gain compliance with good communication skills

### **Outstanding Level**

Is able to maintain complete control using voice tone and word selection; readily restores order in volatile situations using voice control; is able to make even the most complicated ideas understandable to all



## **Ability to Communicate (Listening)**

### **Training Objectives**

The trainee will be able to listen, hear and understand what inmates are saying to him/her. The trainee will be able to listen to inmates, detect possible danger signals, and take appropriate action. The trainee will be aware of what is being said or other noises around him/her and be alert to potential dangers. The trainee will be able to use the four elements of active listening:

1. Suspend Judgment – Clear your mind of all biases you may have about the person’s appearance, behavior, etc.; take time to obtain vital information.
2. Pick Out Key Words/Sounds – Be aware of words or sounds that immediately get your attention; they may signal a potential problem.
3. Identify the Intensity – Be aware of the degree of feeling or emotions usually illustrated by voice or behavior; intensity can be high, medium or low.
4. Reflect the Mood – Mood is what the inmates are feeling or their state of mind; mood can be categorized as positive or negative.

### **Unacceptable Level**

Shows little or no concern with the conversations of inmates; is unable to hear or accurately recall important verbal clues; is unable to identify the intensity or mood of the inmates; passes judgment before listening to the inmate; is unable to identify key words or phrases; demonstrates poor eye contact

### **Standard Level**

Pays close attention to the conversations of inmates; waits until the inmate has stated the problem or concern before responding; is able to pick out important verbal clues through key words and phrases; maintains good eye contact

### **Outstanding Level**

Allows inmates to express their feelings; can accurately determine the mood or intensity of individuals or groups of inmates and use that information to effectively prevent problems

## **Accuracy, Completeness and Uses of Routine Forms**

### **Training Objectives**

The trainee will have a working knowledge of all facility forms and their uses. The trainee will be able to recognize which forms are used to document various circumstances and complete the form accurately and completely.

### **Unacceptable Level**

Unable to determine which form to use for various circumstances; does not fill out forms completely or accurately; fails to complete or submit required paperwork, i.e. Special Housing, Inmate Action, etc.

### **Standard Level**

Is familiar with the uses of most forms; understands form uses and completes them accurately; routinely submits reports without reminder

### **Outstanding Level**

Consistently completes all forms neatly and accurately; is able to complete detailed or complex forms with no assistance

## **Spelling and Grammar in Report Writing**

### **Training Objectives**

All reports completed by the trainee will contain proper grammar and be free from spelling errors.

### **Unacceptable Level**

Submits reports containing numerous spelling errors and/or incorrect grammar; uses words incorrectly or out of context; uses poor sentence structure

### **Standard Level**

Reports are grammatically correct, with complete sentences; there are seldom any misspelled words; appropriate sentence structure; words are used appropriately

### **Outstanding Level**

Reports are very well written and understandable; reports contain no grammatical or spelling errors

## **Organization and Detail in Report Writing**

### **Training Objectives**

The trainee will complete reports with the important events and details of the incident presented in a concise and chronological order. The report will leave the reader with a clear picture of the incident.

### **Unacceptable Level**

Events are not presented in chronological order; information given in the report is incomplete; unnecessary information is given in the report; important facts are left out or are unclear in the report

### **Standard Level**

Reports are clear, concise, and written in logical sequence; all important information is included in the report

### **Outstanding Level**

The report is a complete and detailed account of the incident; it is written and organized to enable the reader to have a thorough understanding of the incident

## **Time Used in Report Writing**

### **Training Objectives**

The trainee will be able to collect information and complete a report in an appropriate amount of time.

### **Unacceptable Level**

Delays writing reports; spends excessive time either collecting information or actually writing the report; leaves other duties unattended while writing reports

### **Standard Level**

Completes reports as soon as possible after the incident; collects information and writes the report in a reasonable amount of time

### **Outstanding Level**

Collects information and writes a complete, error-free report in a minimal amount of time

## Radio Use

### Training Objectives

The trainee will have the ability to understand radio transmissions using the Ten Code. The trainee will be able to listen to and respond to radio traffic while performing other tasks. The trainee will have the ability to speak clearly into the radio so he/she is understood. The trainee will understand the appropriate and inappropriate uses of the radio.

### Unacceptable Level

Inattentive to radio transmissions; unable to understand radio transmissions; does not transmit properly or clearly; does not answer radio traffic in a timely manner; misses radio transmissions intended for him/her; does not know or use the Ten Code; uses the radio for inappropriate traffic

### Standard Level

Attentive to radio transmissions; understands radio transmissions; transmits properly and clearly when using the radio; answers radio traffic quickly; skilled in the use of the Ten Code; knows the appropriate and inappropriate uses for the radio

### Outstanding Level

Understands and responds appropriately to all radio traffic; always monitors radio traffic and uses excellent radio procedures; employs professional demeanor on the radio; never uses the radio inappropriately; has excellent knowledge of the Ten Code

## **Inter-Facility Communications**

### **Training Objectives**

The trainee will have the ability to use intercom systems and telephones throughout the facility. The trainee will have the ability to use the paging system in the housing units.

### **Unacceptable Level**

Reluctant to make announcements or address inmates using the pod paging system; is unfamiliar with or does not effectively use the telephone systems; improperly uses or does not use intercom systems when appropriate

### **Standard Level**

Knows how and when to use the pod paging systems; effectively uses the telephone systems; properly and appropriately uses the intercom systems

### **Outstanding Level**

Employs a very professional demeanor when using the pod paging systems and intercoms; does not hesitate to use paging systems and intercoms; uses all functions of the telephone systems efficiently and effectively

## Written and Verbal Tests

### Training Objectives

The trainee will have the ability to accurately answer verbal and/or written questions on a variety of material related to their job and roles within the facility. The trainee will be able to explain the reasoning behind each answer.

### Unacceptable Level

Unable to correctly answer questions after receiving training or studying material; does not retain information; does not understand ideas or questions when they are presented

### Standard Level

Accurately answers most questions; has a good understanding of the material that has been covered; is able to explain the concepts behind his/her answers

### Outstanding Level

Answers all questions correctly; has an excellent understanding of the material that has been covered; is able to explain the concepts of why things are done, not just how they are done



## **Appearance, Uniform and Hygiene**

### **Training Objectives**

The trainee will know all grooming and uniform standards for the Corrections Division and apply those standards to their appearance.

#### **Unacceptable Level**

Uniform, shoes, and equipment are unkempt; brass is not polished; personal grooming standards are not followed; carries unauthorized equipment; fails to maintain and/or control assigned equipment; improperly uses equipment for other than its assigned purpose

#### **Standard Level**

Neat, clean uniform; shoes and leather shined; brass polished; hair is well groomed; wears only authorized equipment; maintains control of assigned equipment and uses it within policy; keeps assigned equipment in good condition

#### **Outstanding Level**

Uniform is clean, pressed and tailored; highly shined shoes and leather; brass highly polished; displays command presence and posture; maintains control of all assigned equipment within policy

## Observation Abilities

### Training Objectives

The trainee will be able to remain alert at all times and demonstrate the ability to identify suspicious activities and to understand and notice inmate behaviors. The trainee will routinely inspect the pods/housing units for safety, security and cleanliness. The trainee will observe and monitor inmate activity.

The trainee will demonstrate the four elements of observing:

1. Look Carefully – Look directly at persons or objects, focus attention to ensure that you actually see what is going on.
2. Make Assessments – Make assessments about mood and energy levels based on past experiences.
3. Normal or Abnormal – Decide if what you are seeing is normal or abnormal.
4. Problem or No Problem – Decide if what you are seeing is a problem or not a problem.

### Unacceptable Level

Has tunnel vision; overlooks major problems while focusing on minor problems; is seldom alert to his/her surroundings; fails to observe inmate activity; fails to observe or recognize obvious rule violations, suspicious circumstances, and safety hazards, and makes little or no effort to improve; inattentive to inmate movements; ignores inmate disputes; not alert to signs of illness or injury to inmates

### Standard Level

Is alert to his/her surroundings and sees the big picture; observes inmates while on rounds or doing counts; able to observe and recognize rule violations, suspicious activities, and safety hazards; intercedes in inmate disputes and watches for reoccurrence; alert to signs of illness or injury to inmates

### Outstanding Level

Displays outstanding observation skills; remains alert at all times, noticing obvious, covert or suspicious activity; responds appropriately

## **Ability to Follow Instructions and Orders**

### **Training Objectives**

The trainee will have the ability to understand and carry out orders and instructions. The trainee will have the willingness to follow orders without question. The trainee must maintain a high degree of flexibility and exhibit teamwork.

### **Unacceptable Level**

Challenges orders or instructions or is unable/unwilling to carry them out as given; frequently fails to complete assigned tasks after being provided with instructions; is inflexible; does not exhibit teamwork

### **Standard Level**

Follows orders and completes tasks after being given instructions; respectfully carries out orders without delays or reminders; has the ability to retain information for future use; is flexible and works as a member of the team

### **Outstanding Level**

Anticipates orders and carries them out without the need of assistance or reminders; recalls orders or instructions from prior situations and applies them to new situations; questions authority respectfully and only as a means to learn more about a given job; is flexible and an excellent team player

**Self-Initiated Activity****Training Objectives**

Trainees will have the ability to recognize and investigate suspicious circumstances, criminal activities, and rule violations. The trainee will initiate housing unit and inmate searches. The trainee will form work crews to maintain facility cleanliness. The trainee will be proactive in managing post assignments.

**Unacceptable Level**

Does not pursue assigned tasks to a satisfactory conclusion or procrastinates in his/her duties which causes work for the next shift to complete; does not complete work in an acceptable manner; fails to perform assignments consistent with instructions; does not utilize unassigned time productively; does not initiate searches of inmates or the housing unit; is not aware or ignores activities that normally require attention; does not take action or follow up on incidents; rationalizes mistakes; is unwilling to initiate activity because he/she is afraid of making a mistake; hesitates to solve even the simplest problems; requires a great deal of supervision and constant instruction

**Standard Level**

Takes the initiative to monitor all activity in the housing unit; prioritizes and completes work so that all work is completed when the shift is over; recognizes and investigates suspicious circumstances; conducts searches at random; makes productive use of unassigned time; follows directions and instructions; accepts and completes assigned duties without procrastination; is aware of and utilizes available information concerning potential or actual problems in an assigned area and adjusts work patterns to maximize availability; makes decisions and takes action based on those decisions; admits mistakes and learns from them; is able to solve everyday problems; requires moderate supervision

**Outstanding Level**

Willingly accepts and completes assigned tasks in a timely fashion; seeks out advanced assignments and works beyond normal assigned duties; anticipates activities; maintains a level of availability and is able to respond as needed; is proactive in monitoring the inmates for rule violations; constantly makes productive use of unassigned time; displays confidence in his/her abilities and decisions; makes good, quick decisions and follows up without hesitation or doubt; solves difficult problems without delay; requires little supervision

## **Use of Sound Judgment**

### **Training Objectives**

The trainee should be able to evaluate a situation, establish priorities, and select a proper course of action. Decisions he/she makes are based on knowledge gained from Policy and Procedure, Title 15, Penal Code, sound judgment, and past learning experiences. The trainee should be able to look at the whole picture and determine how his/her decision will affect other areas before following through.

### **Unacceptable Level**

Unable to handle post assignments without constant supervision; acts without thinking a situation through; indecisive, naïve, haphazard, inconsistent, and immature in decision making abilities; chooses to act on a minor priority while overlooking a major one; unable to prioritize events or goals; relies on others to make decisions for him/her

### **Standard Level**

Makes proper decisions based on knowledge and experience; has the ability to use sound judgment when making decisions; has good perception and ability to make own decisions without relying on others; is able to prioritize events and act accordingly; does not make snap decisions without getting all the facts

### **Outstanding Level**

Has excellent perception in foreseeing problems and arriving at solutions expeditiously; routinely anticipates assignments and prepares a plan of action in advance; prioritizes tasks while maintaining control of current situations

## **Acceptance of Criticism**

### **Training Objectives**

The trainee will learn to accept constructive criticism and put the criticism to use in improving their performance.

### **Unacceptable Level**

Does not accept criticism of job performance; rationalizes errors; argues with JTO or supervisor about criticism; does not apply criticism to improving job performance; continues with substandard performance

### **Standard Level**

Accepts constructive criticism and improves performance; accepts mistakes and learns from them; does not continue to make the same errors

### **Outstanding Level**

Actively solicits constructive feedback on job performance; applies feedback on a daily basis to improve performance

## **Attitude Toward Inmates**

### **Training Objectives**

The trainee will have the ability to converse with inmates and interact with them in a professional manner. The trainee will be objective and straightforward and interact with inmates in a way that is neither hostile nor patronizing. The trainee will maintain a professional distance from inmates and will not let his/her judgment be influenced by crimes the inmate has committed or other factors.

### **Unacceptable Level**

Abuses authority; exhibits hostility or undue sympathy towards inmates; is prejudiced; shows favoritism, pity or contempt; becomes inappropriately involved with inmates; develops private relationships with inmates; is abrupt, over-assertive, belligerent, introverted or non-communicative with inmates; discusses other staff members with inmates

### **Standard Level**

Maintains a professional demeanor at all times when dealing with inmates; treats inmates fairly and equally; keeps self above reproach

### **Outstanding Level**

Understands inmate attitudes and behaviors and uses that knowledge to facilitate appropriate inmate relations; behaves in an exceptional manner that facilitates effective communication; promotes inmate compliance with facility rules; maintains high standards of professional conduct

## **Self-Confidence and Command Presence**

### **Training Objectives**

The trainee will be able to convey the image of taking charge of a situation without being overly aggressive or heavy handed. The trainee will exhibit a self-confident attitude in his/her duties by being alert and professional in appearance.

### **Unacceptable Level**

Appears to be nervous, lacking in confidence, confused and/or afraid; appears disinterested or lazy; is “badge heavy,” and/or overbearing; is not alert and professional

### **Standard Level**

Maintains an alert and professional demeanor; is confident in his/her actions and is in control

### **Outstanding Level**

Is the consummate professional; is highly confident and inspires confidence in others



## **Relationship with JTO**

### **Training Objectives**

The trainee will show a willingness to respond to the JTO's training and suggestions. The trainee will exhibit a positive attitude toward the JTO and the JTO Program. The trainee will treat the JTO with respect and show maturity and the willingness to improve his/her performance when given constructive criticism.

### **Unacceptable Level**

Resists the JTO's effort to teach and train; argues with the JTO on performance and policy issues; fails to treat the JTO with respect; resists developing a good working relationship with the JTO; reacts to criticism negatively by arguing, rationalizing, and refusing to correct unacceptable behaviors; does not follow the chain of command; is insubordinate; insults or gossips about the JTO

### **Standard Level**

Accepts the training techniques of the JTO; responds to criticism by improving his/her performance; treats the JTO with respect; develops a good working relationship with the JTO; accepts constructive criticism in a positive manner and applies it to further learning

### **Outstanding Level**

Makes extra effort to take advantage of the JTO's training and skills by actively watching and listening to the JTO; expresses an active interest in the JTO Program and learning from the JTO; always exhibits a positive attitude toward the JTO; develops an outstanding working relationship with the JTO; solicits feedback to improve performance and takes responsibility for his/her actions

## **Relationship with Co-Workers and Supervisors**

### **Training Objectives**

The trainee will exhibit a spirit of cooperation and friendly demeanor when dealing with his/her co-workers and supervisors. The trainee will see himself/herself as part of a team and will demonstrate teamwork on the job. He/she will show respect to supervisors and a willingness to follow orders without question. The trainee will always follow the chain of command.

### **Unacceptable Level**

Is insubordinate; gossips about or belittles co-workers or supervisors; considers himself/herself to be superior to co-workers and supervisors; does not work as a supportive team member; is openly critical of decisions by supervisors or administrators

### **Standard Level**

Has good peer relationships with co-workers; is respectful to supervisors and adheres to the chain of command; demonstrates the ability to be a supportive team member; has a positive attitude about the JTO Program and Corrections in general

### **Outstanding Level**

Is a leader in his/her peer group; actively assists co-workers; maintains excellent working relationships with other staff members and supervisors; understands administrative decisions and respects and supports them

## **Performance Under Stress**

### **Training Objectives**

The trainee will remain composed and maintain control of himself/herself when faced with stressful, unusual, emergency, or high risk situations.

### **Unacceptable Level**

Becomes emotional, panic-stricken, confused, hesitant, fearful, overwhelmed, or unable to function; cannot make a decision to act, does not act, overreacts, or underreacts; makes inappropriate decisions based on the circumstances; compromises officer safety; lacks command presence; cannot work through or resolve problems without assistance from the JTO

### **Standard Level**

Able to stay calm and demonstrates self-control; adapts to stressful situations without significant problems; can apply previous training and experience to stressful situations and work towards an appropriate solution; maintains good officer safety techniques

### **Outstanding Level**

Uses excellent judgment and decision making when dealing with a stressful situation; readily uses information from past training and experience to deal with stressful situations with little or no assistance; displays excellent self-control, command presence, and officer safety; stays calm and takes control of the situation from start to finish

## **Ability to Adapt to New Situations**

### **Training Objectives**

The trainees will develop the ability to use past experience and training to choose the proper course of action in new situations. The trainee will be able to adapt to new challenges without fear or hesitation.

### **Unacceptable Level**

Becomes confused as to what actions to take; unable to set priorities; unable to apply previous training and experience to new situations; cannot resolve problems on his/her own and the JTO must intercede; unable or unwilling to change; displays overly critical or disruptive behavior when confronted with new situations

### **Standard Level**

Able to handle new or unfamiliar situations in a manner that is consistent with previous training, policy and procedures, and good officer safety; adapts to change without significant problems; has the ability to use past learning experiences to solve problems

### **Outstanding Level**

Uses excellent judgment when dealing with unfamiliar situations; is readily able to pull information from past training and experience and handle situations with little or no assistance; always takes a logical course of action when dealing with new situations and acts without hesitation or confusion

## **Verbal Control of Conflict**

### **Training Objectives**

The trainee will be able to use voice commands, when appropriate, to control situations.

### **Unacceptable Level**

Unable to use voice commands to control conflict situations; uses improper voice commands, i.e. speaks too loudly, too softly, too harshly; uses the wrong choice of words for a situation; is indecisive or is confusing when giving commands; exhibits poor officer bearing; fails to use voice control when appropriate

### **Standard Level**

Able to control conflict using proper voice commands; speaks with authority; is able to deescalate a situation as appropriate

### **Outstanding Level**

Able to maintain complete control of situations through the use of good voice commands; brings control to a potentially hazardous or volatile situation through the exceptional use of voice commands, voice modulation, and proper word choice; projects an excellent command bearing, using body language and appearance

## **Physical Control of Conflict**

### **Training Objectives**

The trainee will be able to use control holds or physical force when appropriate, to control situations.

### **Unacceptable Level**

Uses too little or too much force for the given situation; is physically unable to perform the task; uses control holds incorrectly; jeopardizes officer safety due to inappropriate, improper, or failure to use physical controls; does not use proper restraints or is unable to properly use restraints; fails to engage when appropriate

### **Standard Level**

Obtains and maintains control through the use of the proper degree of force for the given situation; uses control holds in a correct manner; uses restraints effectively; officer safety is not compromised

### **Outstanding Level**

Extremely adept in the proper use of force for the given situation; is proficient at the use of control holds and restraints; maintains good officer safety at all times when using physical controls

## Training Phase Checklists

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The pages in this section contain checklists for the various phases and locations to which the trainee will be assigned during the JTO Program. After instruction is provided for each item on the checklists, the JTO and the trainee will write their initials and the date under the *INSTRUCTED* column. Instruction may be in the form of explanations, demonstrations, practical or tabletop exercises, assignments, or other similar methods. Later in the phase or program, when the JTO is satisfied that the trainee has demonstrated proficiency, the JTO and trainee will date and initial each item under the *APPLIED* column. Demonstration of proficiency may be in the form of practical application, explanations, tabletop exercises, successful answers to verbal or written quizzes, or other similar methods. By the end of the JTO Program, all items in each checklist should be signed off in both the *INSTRUCTED* and *APPLIED* columns.

The following checklists are included in this manual:

- General / Global Policies
- Intake
- Intake Classification (Overview)
- General Housing – New Maguire, Old Maguire, and Medical areas
- Special Housing / Administrative Segregation
- Rover
- Central Control
- Releases (Overview)
- Front Lobby (Overview) – This optional training may also be provided after completion of the regular JTO Program, depending on needs and assignments

**General / Global Policies**

| GENERAL / GLOBAL POLICIES  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>The officer will be familiar with Policy & Procedures 5.07 – Direct Supervision of Housing Modules       |            |         |         |         |
| <b>2</b><br>The officer will be familiar with Policy & Procedures 5.21 – Inmate Count                                |            |         |         |         |
| <b>3</b><br>The officer will be familiar with Policy & Procedures 6.03 – Disciplinary Procedures                     |            |         |         |         |
| <b>4</b><br>The officer will be familiar with Policy & Procedures 6.04 – Inmate Incident / Injury Reports            |            |         |         |         |
| <b>5</b><br>The officer will be familiar with Policy & Procedures 6.05 – Inmate Rules                                |            |         |         |         |
| <b>6</b><br>The officer will be familiar with the <i>Inmate Rules, Regulations &amp; General Information</i> booklet |            |         |         |         |
| <b>7</b><br>The officer will be familiar with Policy & Procedures 6.06 – Inmate Recreation                           |            |         |         |         |
| <b>8</b><br>The officer will be familiar with Policy & Procedures 6.07 – Inmate Workers                              |            |         |         |         |
| <b>9</b><br>The officer will be familiar with Policy & Procedures 6.08 – Inmate Grievance Procedure                  |            |         |         |         |
| <b>10</b><br>The officer will be familiar with Policy & Procedures 6.10 – Use of Force                               |            |         |         |         |
| <b>11</b><br>The officer will be familiar with Policy & Procedures 6.11 – Use of Restraint Devices                   |            |         |         |         |



| GENERAL / GLOBAL POLICIES  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>12</b><br>The officer will be familiar with Policy & Procedures 6.11A – Use of Restraint Chair      |            |         |         |         |
| <b>13</b><br>The officer will be familiar with Policy & Procedures 6.11B – Use of Body Wrap            |            |         |         |         |
| <b>14</b><br>The officer will be familiar with Policy & Procedures 6.14 – Civil Prisoners              |            |         |         |         |
| <b>15</b><br>The officer will be familiar with Policy & Procedures 7.02 – Evacuation and Movement Plan |            |         |         |         |
| <b>16</b><br>The officer will be familiar with Policy & Procedures 7.03 – Major Disturbance / Riot     |            |         |         |         |
| <b>17</b><br>The officer will be familiar with Policy & Procedures 7.04 – Hostage Policy               |            |         |         |         |
| <b>18</b><br>The officer will be familiar with Policy & Procedures 7.06 – Power Failures               |            |         |         |         |
| <b>19</b><br>The officer will be familiar with Policy & Procedures 8.02 – Key Control                  |            |         |         |         |
| <b>20</b><br>The officer will be familiar with Policy & Procedures 8.05 – Inmate Movement              |            |         |         |         |
| <b>21</b><br>The officer will be familiar with Policy & Procedures 8.06 – Inmate Count                 |            |         |         |         |
| <b>22</b><br>The officer will be familiar with Policy & Procedures 8.07 – Housing Area Inspections     |            |         |         |         |

| GENERAL / GLOBAL POLICIES  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>23</b><br>The officer will be familiar with Policy & Procedures 8.08 – Contraband                               |            |         |         |         |
| <b>24</b><br>The officer will be familiar with Policy & Procedures 8.09 – Inmate Injuries                          |            |         |         |         |
| <b>25</b><br>The officer will be familiar with Policy & Procedures 8.10 – Inmate Death in Custody                  |            |         |         |         |
| <b>26</b><br>The officer will be familiar with Policy & Procedures 8.13 – Security Housing Checks                  |            |         |         |         |
| <b>27</b><br>The officer will be familiar with Policy & Procedures 8.16 – Building Perimeter Inspection            |            |         |         |         |
| <b>28</b><br>The officer will be familiar with Policy & Procedures 8.18 – Radio Procedures                         |            |         |         |         |
| <b>29</b><br>The officer will be familiar with Policy & Procedures 8.19 – Movement Restrictions                    |            |         |         |         |
| <b>30</b><br>The officer will be familiar with Policy & Procedures 10.04 – Inmate Medical Emergency                |            |         |         |         |
| <b>31</b><br>The officer will be familiar with Policy & Procedures 10.06 – Suicide Prevention Policy               |            |         |         |         |
| <b>32</b><br>The officer will be familiar with Policy & Procedures 10.07A – Staff Exposure to Bloodborne Pathogens |            |         |         |         |
| <b>33</b><br>The officer will be familiar with Policy & Procedures 12.01 – Inmate Meals                            |            |         |         |         |



**Intake**

| INTAKE   | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>The officer will be familiar with Policy & Procedures 3.01 – Initial Intake Procedure            |            |         |         |         |
| <b>2</b><br>The officer will be familiar with Policy & Procedures 3.02 – Reception                           |            |         |         |         |
| <b>3</b><br>The officer will be familiar with Policy & Procedures 3.02A – Probable Cause Determination Forms |            |         |         |         |
| <b>4</b><br>The officer will be familiar with Policy & Procedures 3.03 – Searches                            |            |         |         |         |
| <b>5</b><br>The officer will be familiar with Policy & Procedures 3.04 – Property / Money Inventory          |            |         |         |         |
| <b>6</b><br>The officer will be familiar with Policy & Procedures 3.05 – CJIS Booking                        |            |         |         |         |
| <b>7</b><br>The officer will be familiar with Policy & Procedures 3.05A – Rebooking                          |            |         |         |         |
| <b>8</b><br>The officer will be familiar with Policy & Procedures 3.06 – Inmate Photo System                 |            |         |         |         |
| <b>9</b><br>The officer will be familiar with Policy & Procedures 3.07 – Fingerprinting                      |            |         |         |         |
| <b>10</b><br>The officer will be familiar with Policy & Procedures 3.08 – Own Recognizance Interviews        |            |         |         |         |
| <b>11</b><br>The officer will be familiar with Policy & Procedures 3.09 – Medical Screening                  |            |         |         |         |

| INTAKE   | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>12</b><br>The officer will be familiar with Policy & Procedures 3.10 – Dressing In  |            |         |         |         |
| <b>13</b><br>The officer will be familiar with Policy & Procedures 3.11 – Housing  |            |         |         |         |
| <b>14</b><br>The officer will be familiar with Policy & Procedures 3.12 – Self Surrenders  |            |         |         |         |
| <b>15</b><br>The officer will be familiar with Policy & Procedures 3.13 – Bail Bond Surrenders   |            |         |         |         |
| <b>16</b><br>The officer will be familiar with Policy & Procedures 3.13A – Cash Bails / Mandatory IRS Reporting                        |            |         |         |         |
| <b>17</b><br>The officer will be familiar with Policy & Procedures 3.14 – Mass Arrests   |            |         |         |         |
| <b>18</b><br>The officer will be familiar with Policy & Procedures 3.15 – Notification to Inmates Required to Register Under 290 PC    |            |         |         |         |
| <b>19</b><br>The officer will be familiar with Policy & Procedures 3.16 – Retrieval of Fluid Samples and Prints under 295-299 PC       |            |         |         |         |
| <b>20</b><br>The officer will be familiar with Policy & Procedures 3.17 – Mobile Booking Unit  |            |         |         |         |
| <b>21</b><br>The officer will be familiar with Policy & Procedures 5.11 – Post Orders: Intake/Booking – Deputies/Correctional Officers |            |         |         |         |
| <b>22</b><br>Getting briefed by prior shift; briefing next shift   |            |         |         |         |
| <b>23</b><br>Conducting inmate count   |            |         |         |         |

| INTAKE  | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>24</b><br>Inspections: Search, Safety, Holding, Sobering, Lounges, Pre-booking, Medical Screening, Dress-in, Dress-out, Sally port |            |         |         |         |
| <b>25</b><br>Area inspections – Safety & Security Checks  |            |         |         |         |
| <b>26</b><br>Searches – proper techniques, thorough, legalities   |            |         |         |         |
| <b>27</b><br>Strip Search Form – when items are located   |            |         |         |         |
| <b>28</b><br>Evaluation of Inmates – Mental / Physical  |            |         |         |         |
| <b>29</b><br>Observation Logs – Safety, Sobering, Restraint; Sgt. Signature   |            |         |         |         |
| <b>30</b><br>Telephone Logs   |            |         |         |         |
| <b>31</b><br>Cell Log Sheets – Safety, Sobering   |            |         |         |         |
| <b>32</b><br>Medical responsibilities – 4015(b) PC  |            |         |         |         |
| <b>33</b><br>Proper clothing to be worn   |            |         |         |         |
| <b>34</b><br>Completing the Intake / Booking Log  |            |         |         |         |
| <b>35</b><br>Retainable / Non-Retainable Offenses   |            |         |         |         |
| <b>36</b><br>Warrants, Abstracts, Hits  |            |         |         |         |
| <b>37</b><br>Juveniles in the facility – Policy 6.15 and 6.15A  |            |         |         |         |
| <b>38</b><br>Juvenile Warrants  |            |         |         |         |

| INTAKE   | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>39</b><br>Parole Violation Hold Form  |            |         |         |         |
| <b>40</b><br>Booking Sheet – Complete, legible   |            |         |         |         |
| <b>41</b><br>Property Inventory – Clothing, Money, etc.  |            |         |         |         |
| <b>42</b><br>Signatures and Fingerprint  |            |         |         |         |
| <b>43</b><br>Money Envelope  |            |         |         |         |
| <b>44</b><br>Creating an Inmate Jacket   |            |         |         |         |
| <b>45</b><br>Paperwork for O.R. and Records  |            |         |         |         |
| <b>46</b><br>“Return to Edicon”  |            |         |         |         |
| <b>47</b><br>Operation of Mug Shot Computer and Camera <ul style="list-style-type: none"> <li>• Entering information</li> <li>• Taking photos</li> <li>• Photographing / Describing Tattoos</li> <li>• Fingerprint</li> <li>• Printing pages for Inmate Jackets</li> </ul> |            |         |         |         |
| <b>48</b><br>Facial Recognition Software   |            |         |         |         |
| <b>49</b><br>Processing Armbands   |            |         |         |         |
| <b>50</b><br>Fingerprint Machine <ul style="list-style-type: none"> <li>• Entering information</li> <li>• Rolling fingerprints</li> <li>• Rolling palm prints</li> </ul>   |            |         |         |         |
| <b>51</b><br>Cal-ID’s  |            |         |         |         |

| INTAKE   | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>52</b><br>Booking in CJIS <ul style="list-style-type: none"> <li>• Searching for Inmate / Adding</li> <li>• Adding correct charges</li> </ul>                     |            |         |         |         |
| <b>53</b><br>Inmate Phones <ul style="list-style-type: none"> <li>• Local calls, collect calls, no calls to cell phones</li> <li>• Turning on/off phones</li> </ul>  |            |         |         |         |
| <b>54</b><br>Dress In and Dress Out Rooms  |            |         |         |         |
| <b>55</b><br>Special Housing <ul style="list-style-type: none"> <li>• Sobering Cell – Policy 6.13</li> <li>• Safety Cell – Policy 6.12</li> <li>• Reports</li> </ul> |            |         |         |         |
| <b>56</b><br>Release / Detention Certificate   |            |         |         |         |
| <b>57</b><br>O.R. Denial Request Form  |            |         |         |         |
| <b>58</b><br>Violent Crime Notification Form   |            |         |         |         |
| <b>59</b><br>821 / 822 PC – Arrest for misdemeanor / felony in another county  |            |         |         |         |
| <b>60</b><br>40304.5 VC – Arrest for parking citations / traffic infractions   |            |         |         |         |
| <b>61</b><br>849(b) PC Form – Detention / Release  |            |         |         |         |
| <b>62</b><br>851.5 PC – Right to make phone calls  |            |         |         |         |
| <b>63</b><br>Diplomatic Immunity / Consular Notification   |            |         |         |         |
| <b>64</b><br>Bail Bonds / Bounty Hunter Arrests  |            |         |         |         |





**Intake Classification (Overview)**

| INTAKE CLASSIFICATION (OVERVIEW)  | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>Classification Codes  |            |         |         |         |
| <b>2</b><br>Classification and Housing Considerations <ul style="list-style-type: none"> <li>• Prior history</li> <li>• Gang affiliation / validation</li> <li>• Booking charges</li> <li>• Medical &amp; FMH recommendations</li> <li>• Special needs</li> </ul> |            |         |         |         |
| <b>3</b><br>Inmate interviews   |            |         |         |         |
| <b>4</b><br>Dressing in inmates   |            |         |         |         |
| <b>5</b><br>Movements to housing units  |            |         |         |         |
| <b>6</b><br>The officer will be familiar with Policy & Procedures 3.10 – Inmate Dress-in  |            |         |         |         |
| <b>7</b><br>The officer will be familiar with Policy & Procedures 5.22 – Intake Classification Officer  |            |         |         |         |
| <b>8</b><br>The officer will be familiar with Policy & Procedures 6.01 – Housing and Pod Assignments  |            |         |         |         |
| <b>9</b><br>The officer will be familiar with Policy & Procedures 8.05(II)(A)(1, 2, and 3) – Inmate Movement  |            |         |         |         |
| <b>10</b><br>Facility count   |            |         |         |         |

Comments: \_\_\_\_\_

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**General Housing – New Maguire**

| GENERAL HOUSING – NEW MAGUIRE  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>Count and Inspection <ul style="list-style-type: none"> <li>• Individual Cells / Inmates</li> <li>• Day Room, Multi-use Room, Rec Yard, Visit Rooms</li> </ul>   |            |         |         |         |
| <b>2</b><br>Log Book   |            |         |         |         |
| <b>3</b><br>Movement Cards (Hard Cards)  |            |         |         |         |
| <b>4</b><br>Cell Searches – Techniques, Methods, Thoroughness  |            |         |         |         |
| <b>5</b><br>Control Board / Deputy Station <ul style="list-style-type: none"> <li>• Door Releases</li> <li>• Intercoms</li> <li>• Power Control</li> <li>• Emergency Shutdown</li> <li>• Water Shut-off</li> <li>• Supplies / Equipment / Drawer</li> </ul>  |            |         |         |         |
| <b>6</b><br>Recreation Period <ul style="list-style-type: none"> <li>• Instructions / Announcements</li> <li>• Number of Inmates / Wall Sections</li> <li>• Proper Clothing &amp; Arm Bands</li> <li>• Showers/Telephones/Television/Games/Hair Care</li> <li>• Indoor vs. Outdoor</li> <li>• Length of Period / Warning Announcement</li> </ul> |            |         |         |         |
| <b>7</b><br>Safety & Security Checks   |            |         |         |         |
| <b>8</b><br>Pod Keys   |            |         |         |         |
| <b>9</b><br>New Housings <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Orientation</li> </ul>   |            |         |         |         |

| GENERAL HOUSING – NEW MAGUIRE   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>10</b><br>Re-housings to other pods <ul style="list-style-type: none"> <li>• Movements</li> </ul>  |            |         |         |         |
| <b>11</b><br>Visits <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Security Concerns When Moving</li> <li>• Lock Doors</li> <li>• Attorney Visits / Use of Paper Pass</li> </ul>          |            |         |         |         |
| <b>12</b><br>Inmate Mail Procedures   |            |         |         |         |
| <b>13</b><br>Meal Service <ul style="list-style-type: none"> <li>• Number of Inmates / Wall Sections</li> <li>• Distribution / Collection Process</li> <li>• Proper Clothing / Arm Bands</li> </ul> |            |         |         |         |
| <b>14</b><br>Pod Workers  |            |         |         |         |
| <b>15</b><br>Multi-Purpose Room   |            |         |         |         |
| <b>16</b><br>Plumbing Chases  |            |         |         |         |
| <b>17</b><br>Laundry Exchange   |            |         |         |         |
| <b>18</b><br>Razors   |            |         |         |         |
| <b>19</b><br>Pill Call  |            |         |         |         |
| <b>20</b><br>Inmate Request Forms   |            |         |         |         |
| <b>21</b><br>Civil Inmates – housing, meals, recreation, showers  |            |         |         |         |

| GENERAL HOUSING – NEW MAGUIRE  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>22</b><br>County vs. State Inmates <ul style="list-style-type: none"> <li>• Inmate classification</li> <li>• Housing considerations</li> </ul>  |            |         |         |         |
| <b>23</b><br>Suicide Risk Inmates <ul style="list-style-type: none"> <li>• Housing Locations</li> <li>• Safety Checks</li> </ul>   |            |         |         |         |
| <b>24</b><br>Commissary Procedures   |            |         |         |         |
| <b>25</b><br>Evacuation Box location (flex cuffs, etc.)  |            |         |         |         |
| <b>26</b><br>Pod Evacuation Procedures <ul style="list-style-type: none"> <li>• Equipment / Movement Cards</li> <li>• Inmate Considerations / Planning</li> <li>• Instructions</li> <li>• Inmate Security / Cuffing / Movement</li> <li>• Route</li> <li>• Communication with Central Control / ERT</li> </ul> |            |         |         |         |
| <b>27</b><br>Fire Extinguisher / Fire Hose locations   |            |         |         |         |
| <b>28</b><br>Self-Contained Breathing Apparatus locations  |            |         |         |         |

Comments: \_\_\_\_\_

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**General Housing – Old Maguire**

| GENERAL HOUSING – OLD MAGUIRE  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>Count and Inspection <ul style="list-style-type: none"> <li>• Tanks</li> <li>• Inmates</li> <li>• Day Rooms, Multi-use Room, Visit Rooms</li> </ul>  |            |         |         |         |
| <b>2</b><br>Log Book   |            |         |         |         |
| <b>3</b><br>Movement Cards (Hard Cards)  |            |         |         |         |
| <b>4</b><br>Tank Searches – Techniques, Methods, Thoroughness  |            |         |         |         |
| <b>5</b><br>Control Board / Deputy Station <ul style="list-style-type: none"> <li>• Door Releases</li> <li>• Intercoms</li> <li>• Security Monitors</li> <li>• Power / Television Control</li> <li>• Telephone Control</li> <li>• Supplies / Equipment</li> </ul>  |            |         |         |         |
| <b>6</b><br>Recreation Period <ul style="list-style-type: none"> <li>• Instructions / Announcements</li> <li>• Number of Inmates / Tanks</li> <li>• Proper Clothing &amp; Arm Bands</li> <li>• Games / Hair Care</li> <li>• Indoor vs. Outdoor</li> <li>• Length of Period / Warning Announcement</li> </ul> |            |         |         |         |
| <b>7</b><br>Safety & Security Checks   |            |         |         |         |
| <b>8</b><br>Pod Keys   |            |         |         |         |
| <b>9</b><br>New Housings <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Orientation</li> </ul>   |            |         |         |         |

| GENERAL HOUSING – OLD MAGUIRE   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>10</b><br>Re-housings to other pods <ul style="list-style-type: none"> <li>• Movements</li> </ul>  |            |         |         |         |
| <b>11</b><br>Visits <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Security Concerns</li> <li>• Attorney Visit Room (use Contact Visit instead)</li> </ul>                        |            |         |         |         |
| <b>12</b><br>Inmate Mail Procedures   |            |         |         |         |
| <b>13</b><br>Meal Service <ul style="list-style-type: none"> <li>• Number of Inmates / Tanks</li> <li>• Distribution / Collection Process</li> <li>• Proper Clothing / Arm Bands</li> </ul> |            |         |         |         |
| <b>14</b><br>Pod Workers / “House Mouse”  |            |         |         |         |
| <b>15</b><br>Multi-Purpose Room   |            |         |         |         |
| <b>16</b><br>Utility Closets  |            |         |         |         |
| <b>17</b><br>Laundry Exchange   |            |         |         |         |
| <b>18</b><br>Razors   |            |         |         |         |
| <b>19</b><br>Pill Call  |            |         |         |         |
| <b>20</b><br>Inmate Request Forms   |            |         |         |         |
| <b>21</b><br>County vs. State Inmates <ul style="list-style-type: none"> <li>• Inmate classification</li> <li>• Housing considerations</li> </ul>   |            |         |         |         |





### General Housing – Medical

| GENERAL HOUSING – MEDICAL  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>Count and Inspection <ul style="list-style-type: none"> <li>• Rooms / Inmates</li> <li>• Day Rooms, Rec Yard, Visit Rooms</li> </ul>   |            |         |         |         |
| <b>2</b><br>Log Book   |            |         |         |         |
| <b>3</b><br>Movement Cards (Hard Cards)  |            |         |         |         |
| <b>4</b><br>Room Searches – Techniques, Methods, Thoroughness  |            |         |         |         |
| <b>5</b><br>Control Board / Deputy Station <ul style="list-style-type: none"> <li>• Door Releases</li> <li>• Intercoms</li> <li>• Power / Television / Telephone Control</li> <li>• Security Monitors</li> <li>• Supplies / Equipment / Storage Room</li> </ul>  |            |         |         |         |
| <b>6</b><br>Recreation Period <ul style="list-style-type: none"> <li>• Instructions / Announcements</li> <li>• Number of Inmates / Rooms</li> <li>• Proper Clothing &amp; Arm Bands</li> <li>• Showers/Telephones/Television/Games/Hair Care</li> <li>• Indoor vs. Outdoor</li> <li>• Length of Period / Warning Announcement</li> </ul> |            |         |         |         |
| <b>7</b><br>Safety & Security Checks   |            |         |         |         |
| <b>8</b><br>Pod Keys   |            |         |         |         |
| <b>9</b><br>New Housings <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Orientation</li> </ul>   |            |         |         |         |

| GENERAL HOUSING – MEDICAL   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>10</b><br>Re-housings to other pods <ul style="list-style-type: none"> <li>• Movements</li> </ul>  |            |         |         |         |
| <b>11</b><br>Male – Female Contact Considerations   |            |         |         |         |
| <b>12</b><br>Visits <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Security Concerns When Moving to Visit Room</li> <li>• Location of and Access to Visit Room</li> </ul>         |            |         |         |         |
| <b>13</b><br>Inmate Mail Procedures   |            |         |         |         |
| <b>14</b><br>Meal Service <ul style="list-style-type: none"> <li>• Number of Inmates / Rooms</li> <li>• Distribution / Collection Process</li> <li>• Proper Clothing / Arm Bands</li> </ul> |            |         |         |         |
| <b>15</b><br>Pod Workers  |            |         |         |         |
| <b>16</b><br>Day Rooms  |            |         |         |         |
| <b>17</b><br>Plumbing Chases / Utility Closets  |            |         |         |         |
| <b>18</b><br>Laundry Exchange   |            |         |         |         |
| <b>19</b><br>Razors   |            |         |         |         |
| <b>20</b><br>Pill Call  |            |         |         |         |
| <b>21</b><br>Inmate Request Forms   |            |         |         |         |

| GENERAL HOUSING – MEDICAL  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>22</b><br>Suicide Risk Inmates <ul style="list-style-type: none"> <li>• Housing Locations</li> <li>• Safety Checks</li> </ul>   |            |         |         |         |
| <b>23</b><br>Quarantine / Negative Airflow Rooms   |            |         |         |         |
| <b>24</b><br>Commissary Procedures   |            |         |         |         |
| <b>25</b><br>Evacuation Box location (flex cuffs, etc.)  |            |         |         |         |
| <b>26</b><br>Pod Evacuation Procedures <ul style="list-style-type: none"> <li>• Equipment / Movement Cards</li> <li>• Inmate Considerations / Planning</li> <li>• Instructions</li> <li>• Inmate Security / Cuffing / Movement</li> <li>• Route</li> <li>• Communication with Central Control / ERT</li> </ul> |            |         |         |         |
| <b>27</b><br>Fire Extinguisher / Fire Hose locations   |            |         |         |         |
| <b>28</b><br>Self-Contained Breathing Apparatus locations  |            |         |         |         |

Comments: \_\_\_\_\_

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### Special Housing – Administrative Segregation

| SPECIAL HOUSING – AD-SEG  | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>The officer will be familiar with Policy & Procedures 5.08 – Administrative Segregation   |            |         |         |         |
| <b>2</b><br>The officer will be familiar with Policy & Procedures 6.02 – Maximum Security Segregation (Ad/Seg)  |            |         |         |         |
| <b>3</b><br>The officer will be familiar with Policy & Procedures 6.09 – Mentally / Developmentally Disabled Inmates  |            |         |         |         |
| <b>4</b><br>The officer will be familiar with Policy & Procedures 6.16 – Safety Management Plan   |            |         |         |         |
| <b>5</b><br>The officer will be familiar with Policy & Procedures 8.05 – Inmate Movement  |            |         |         |         |
| <b>6</b><br>The officer will be familiar with Policy & Procedures 12.01(III)(H) – Inmate Meals  |            |         |         |         |
| <b>7</b><br>Application of Title 15 Minimums to the Ad-Seg Housing Units  |            |         |         |         |
| <b>8</b><br>Count and Inspection <ul style="list-style-type: none"> <li>• Individual Cells / Inmates</li> <li>• 3-West: Day Rooms, Rec Yard, Visit Rooms, Law Library</li> <li>• 3-East and SCPOD: Day Room, Multi-use Room, Rec Yard, Visit Rooms</li> </ul> |            |         |         |         |
| <b>9</b><br>Log Book  |            |         |         |         |
| <b>10</b><br>Movement Cards (Hard Cards)  |            |         |         |         |
| <b>11</b><br>Cell Searches – Techniques, Methods, Thoroughness <ul style="list-style-type: none"> <li>• Inmate Security Considerations</li> </ul>   |            |         |         |         |

| SPECIAL HOUSING – AD-SEG  | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>12</b><br>Control Board / Deputy Station / Tower <ul style="list-style-type: none"> <li>• Door Releases</li> <li>• Intercoms</li> <li>• Power Control</li> <li>• Emergency Shutdown</li> <li>• Water Shut-off</li> <li>• Supplies / Equipment / Drawer</li> <li>• Necessity to always have staff in the Tower</li> </ul>       |            |         |         |         |
| <b>13</b><br>Recreation Period <ul style="list-style-type: none"> <li>• Instructions / Announcements</li> <li>• Number of Inmates</li> <li>• Proper Clothing &amp; Arm Bands</li> <li>• Showers/Telephones/Television/Games/Hair Care</li> <li>• Indoor vs. Outdoor</li> <li>• Length of Period / Warning Announcement</li> </ul> |            |         |         |         |
| <b>14</b><br>Safety & Security Checks   |            |         |         |         |
| <b>15</b><br>Pod Keys   |            |         |         |         |
| <b>16</b><br>New Housings <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Orientation</li> <li>• 3-West: Criteria for A, B, C Sides</li> </ul>   |            |         |         |         |
| <b>17</b><br>Re-housings to other pods <ul style="list-style-type: none"> <li>• Movements</li> </ul>  |            |         |         |         |
| <b>18</b><br>Visits <ul style="list-style-type: none"> <li>• CJIS</li> <li>• Security Concerns When Moving</li> <li>• Lock Doors</li> <li>• Attorney Visits / Use of Paper Pass</li> </ul>  |            |         |         |         |
| <b>19</b><br>Inmate Mail Procedures   |            |         |         |         |

| SPECIAL HOUSING – AD-SEG   | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>20</b><br>Meal Service <ul style="list-style-type: none"> <li>• Number of Inmates / Wall Sections</li> <li>• Distribution / Collection Process                             <ul style="list-style-type: none"> <li>○ Day Room, Cells</li> </ul> </li> <li>• Proper Clothing / Arm Bands</li> </ul> |            |         |         |         |
| <b>21</b><br>Pod Workers <ul style="list-style-type: none"> <li>• From the pod or from the Choices Program</li> </ul>  |            |         |         |         |
| <b>22</b><br>Multi-Purpose Room (3-East and SCPOD)   |            |         |         |         |
| <b>23</b><br>Plumbing Chases   |            |         |         |         |
| <b>24</b><br>Laundry Exchange  |            |         |         |         |
| <b>25</b><br>Razors  |            |         |         |         |
| <b>26</b><br>Pill Call   |            |         |         |         |
| <b>27</b><br>Inmate Request Forms  |            |         |         |         |
| <b>28</b><br>County vs. State Inmates <ul style="list-style-type: none"> <li>• Inmate classification</li> <li>• Housing considerations</li> </ul>  |            |         |         |         |
| <b>29</b><br>Suicide Risk Inmates <ul style="list-style-type: none"> <li>• Housing Locations</li> <li>• Safety Checks</li> </ul>   |            |         |         |         |
| <b>30</b><br>Commissary Procedures   |            |         |         |         |
| <b>31</b><br>Evacuation Box location (flex cuffs, etc.)  |            |         |         |         |



**Rover**

| ROVER   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>The officer will be familiar with Policy & Procedures 5.09 – Rover Staff                          |            |         |         |         |
| <b>2</b><br>The officer will be familiar with Policy & Procedures 5.09A – MCF Lobby Rover                     |            |         |         |         |
| <b>3</b><br>The officer will be familiar with Policy & Procedures 7.01 – Fire Procedures / Equipment Location |            |         |         |         |
| <b>4</b><br>The officer will be familiar with Policy & Procedures 7.05 – Alarms / Response to Alarms          |            |         |         |         |

**FACILITY ORIENTATION - BASEMENT**

|                                       |  |  |  |  |
|---------------------------------------|--|--|--|--|
| <b>5</b><br>Electrical Room           |  |  |  |  |
| <b>6</b><br>Generator Room            |  |  |  |  |
| <b>7</b><br>Dryer Filters             |  |  |  |  |
| <b>8</b><br>Mechanical Room           |  |  |  |  |
| <b>9</b><br>Stairwell 1               |  |  |  |  |
| <b>10</b><br>Stairwell 2              |  |  |  |  |
| <b>11</b><br>Stairwell 3              |  |  |  |  |
| <b>12</b><br>Staff / Non-secure areas |  |  |  |  |
| <b>13</b><br>Fire Alarm Control Panel |  |  |  |  |



| ROVER           | INSTRUCTED |         | APPLIED |         |
|-----------------|------------|---------|---------|---------|
|                 | JTO        | Recruit | JTO     | Recruit |
| 14<br>Elevators |            |         |         |         |

**FACILITY ORIENTATION – FIRST FLOOR**

|   |  |  |  |  |
|---|--|--|--|--|
| 15<br>Vehicle Sally Port                        |  |  |  |  |
| 16<br>Delivery Sally Port                       |  |  |  |  |
| 17<br>Gas Shut-off Valve                        |  |  |  |  |
| 18<br>All Ground Floor Entrances / Exits        |  |  |  |  |
| 19<br>Communication Closets                     |  |  |  |  |
| 20<br>Staiwell 1                                |  |  |  |  |
| 21<br>Stairwell 2                               |  |  |  |  |
| 22<br>Stairwell 3                               |  |  |  |  |
| 23<br>Fire Alarm Control Panel                  |  |  |  |  |
| 24<br>Contact Visit Rooms                       |  |  |  |  |
| 25<br>Transportation Holding Cell               |  |  |  |  |
| 26<br>Mechanical Room / Maintenance Supply Room |  |  |  |  |
| 27<br>Old Maguire – Entrances / Exits           |  |  |  |  |
| 28<br>Old Maguire – East Elevator (Kitchen)     |  |  |  |  |

| ROVER   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>29</b><br>Old Maguire – West Elevator (Visiting) |            |         |         |         |
| <b>30</b><br>Old Maguire – East Stairway            |            |         |         |         |
| <b>31</b><br>Old Maguire – West Stairway            |            |         |         |         |
| <b>32</b><br>Old Maguire – Administration Wing      |            |         |         |         |

**FACILITY ORIENTATION – SECOND FLOOR**

|   |  |  |  |  |
|---|--|--|--|--|
| <b>33</b><br>2-West: Visiting Areas       |  |  |  |  |
| <b>34</b><br>Stairwell 1                  |  |  |  |  |
| <b>35</b><br>Stairwell 2                  |  |  |  |  |
| <b>36</b><br>Stairwell 3                  |  |  |  |  |
| <b>37</b><br>Fire Alarm Control Panel     |  |  |  |  |
| <b>38</b><br>Overflow Housing Unit        |  |  |  |  |
| <b>39</b><br>Medical Office Areas         |  |  |  |  |
| <b>40</b><br>Old Maguire – Visiting Areas |  |  |  |  |
| <b>41</b><br>Old Maguire – Stairwells     |  |  |  |  |
| <b>42</b><br>Old Maguire – Elevators      |  |  |  |  |

| ROVER | INSTRUCTED |         | APPLIED |         |
|-------|------------|---------|---------|---------|
|       | JTO        | Recruit | JTO     | Recruit |

**FACILITY ORIENTATION – THIRD FLOOR**

|  |  |  |  |  |
|--|--|--|--|--|
| <b>43</b><br>Law Library                         |  |  |  |  |
| <b>44</b><br>Stairwell 1                         |  |  |  |  |
| <b>45</b><br>Stairwell 2                         |  |  |  |  |
| <b>46</b><br>Circuit Breakers                    |  |  |  |  |
| <b>47</b><br>Fire Alarm Control Panel            |  |  |  |  |
| <b>48</b><br>Water Shut-off Valves (East / West) |  |  |  |  |
| <b>49</b><br>Old Maguire – Visiting Areas        |  |  |  |  |
| <b>50</b><br>Old Maguire – Stairwells            |  |  |  |  |
| <b>51</b><br>Old Maguire – Elevators             |  |  |  |  |

**FACILITY ORIENTATION – FOURTH FLOOR**

|  |  |  |  |  |
|--|--|--|--|--|
| <b>52</b><br>Stairwell 1                         |  |  |  |  |
| <b>53</b><br>Stairwell 2                         |  |  |  |  |
| <b>54</b><br>Circuit Breakers                    |  |  |  |  |
| <b>55</b><br>Fire Alarm Control Panel            |  |  |  |  |
| <b>56</b><br>Water Shut-off Valves (East / West) |  |  |  |  |

| ROVER                              | INSTRUCTED |         | APPLIED |         |
|------------------------------------|------------|---------|---------|---------|
|                                    | JTO        | Recruit | JTO     | Recruit |
| <b>57</b><br>Bridge                |            |         |         |         |
| <b>58</b><br>Paint / Storage Room  |            |         |         |         |
| <b>58</b><br>4A Holding Area       |            |         |         |         |
| <b>59</b><br>Transportation Office |            |         |         |         |
| <b>60</b><br>Hall of Justice       |            |         |         |         |

**FACILITY ORIENTATION – FIFTH FLOOR**

|  |  |  |  |  |
|--|--|--|--|--|
| <b>61</b><br>Stairwell 1                         |  |  |  |  |
| <b>62</b><br>Stairwell 2                         |  |  |  |  |
| <b>63</b><br>Circuit Breakers                    |  |  |  |  |
| <b>64</b><br>Fire Alarm Control Panel            |  |  |  |  |
| <b>65</b><br>Water Shut-off Valves (East / West) |  |  |  |  |

**FACILITY ORIENTATION – SIXTH FLOOR**

|                                       |  |  |  |  |
|---------------------------------------|--|--|--|--|
| <b>66</b><br>Stairwell 1              |  |  |  |  |
| <b>67</b><br>Stairwell 2              |  |  |  |  |
| <b>68</b><br>Circuit Breakers         |  |  |  |  |
| <b>69</b><br>Fire Alarm Control Panel |  |  |  |  |

| ROVER  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>70</b><br>Water Shut-off Valves (East / West) |            |         |         |         |

**FACILITY ORIENTATION – PENTHOUSE**

|                                       |  |  |  |  |
|---------------------------------------|--|--|--|--|
| <b>71</b><br>Stairwell 1              |  |  |  |  |
| <b>72</b><br>Access to East Roof      |  |  |  |  |
| <b>73</b><br>Access to West Roof      |  |  |  |  |
| <b>74</b><br>Elevator Mechanical Room |  |  |  |  |

**KEY KNOWLEDGE**

|                             |  |  |  |  |
|-----------------------------|--|--|--|--|
| <b>75</b><br>A1 Key         |  |  |  |  |
| <b>76</b><br>A2 Key         |  |  |  |  |
| <b>77</b><br>A3 Key         |  |  |  |  |
| <b>78</b><br>HC1 Key        |  |  |  |  |
| <b>79</b><br>FP Key         |  |  |  |  |
| <b>80</b><br>SE3 / SE4 Keys |  |  |  |  |
| <b>81</b><br>CM2 Key        |  |  |  |  |
| <b>82</b><br>EM Key         |  |  |  |  |
| <b>83</b><br>WM Key         |  |  |  |  |

| ROVER                                       | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>84</b><br>CM1 Key                        |            |         |         |         |
| <b>85</b><br>Fire Ring and Maintenance Keys |            |         |         |         |

**ROVER DUTIES**

|   |  |  |  |  |
|---|--|--|--|--|
| <b>86</b><br>Differences between Rover 1, Rover 3, and other Rovers |  |  |  |  |
| <b>87</b><br>Quarter-Master Duties                                  |  |  |  |  |
| <b>88</b><br>WCC Transports – New Housings and Releases             |  |  |  |  |
| <b>89</b><br>Joint Run  |  |  |  |  |
| <b>90</b><br>Evacuation Procedures – Inmates                        |  |  |  |  |
| <b>91</b><br>Evacuation Procedures – Public                         |  |  |  |  |
| <b>92</b><br>Elevator Reset   |  |  |  |  |
| <b>93</b><br>Pod / Staff Relief                                     |  |  |  |  |
| <b>94</b><br>Perimeter Checks                                       |  |  |  |  |
| <b>95</b><br>Inmate Movements – New Housings and Releases           |  |  |  |  |
| <b>96</b><br>Inmate Movements – Contact Visits                      |  |  |  |  |
| <b>97</b><br>Medical Transports                                     |  |  |  |  |
| <b>98</b><br>Code Blue  |  |  |  |  |



### Central Control

| CENTRAL CONTROL   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>The officer will be familiar with Policy & Procedures 1.05 – Public Information Policy  |            |         |         |         |
| <b>2</b><br>The officer will be familiar with Policy & Procedures 5.06 – Central Control            |            |         |         |         |
| <b>3</b><br>The officer will be familiar with Policy & Procedures 8.01 – Facility Access            |            |         |         |         |
| <b>4</b><br>The officer will be familiar with Policy & Procedures 8.03 – Vendor and Supply Delivery |            |         |         |         |

### CENTRAL CONTROL DUTIES

|   |  |  |  |  |
|---|--|--|--|--|
| <b>5</b><br>Facility security and access  |  |  |  |  |
| <b>6</b><br>Monitor systems and track staff & inmates   |  |  |  |  |
| <b>7</b><br>Dispatch Rovers   |  |  |  |  |
| <b>8</b><br>Maintain Log Book   |  |  |  |  |
| <b>9</b><br>Telephones <ul style="list-style-type: none"> <li>• Public Information</li> <li>• Transferring Calls</li> <li>• Messages</li> </ul>                               |  |  |  |  |
| <b>10</b><br>Plan and assign relief in the event of ERT Activations   |  |  |  |  |
| <b>11</b><br>Medical Situations <ul style="list-style-type: none"> <li>• Advising / Alerting Code Blue</li> <li>• Requesting Ambulance (Emergency / Non-emergency)</li> </ul> |  |  |  |  |



| CENTRAL CONTROL   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>12</b><br>Vendor Deliveries & Pick-ups   |            |         |         |         |
| <b>13</b><br>Maintenance Contact Numbers  |            |         |         |         |
| <b>14</b><br>Staff Contact Numbers  |            |         |         |         |
| <b>15</b><br>Key Control <ul style="list-style-type: none"> <li>• Maintenance / ERT / Fire</li> <li>• Key Logs</li> <li>• Gun Locker Keys</li> </ul>  |            |         |         |         |
| <b>16</b><br>Johnson Controls Repair Board  |            |         |         |         |
| <b>17</b><br>Emergency Situations <ul style="list-style-type: none"> <li>• Incident Command System</li> <li>• Command Center / Staging Area</li> <li>• Magnetic Boards</li> <li>• Fire Radios</li> <li>• Firefighter Phone Jacks</li> </ul> |            |         |         |         |

**STATION 1 – EXTERIOR CONTROLS**

|  |  |  |  |  |
|--|--|--|--|--|
| <b>18</b><br>Intake Vehicle Sally Port   |  |  |  |  |
| <b>19</b><br>Delivery Sally Port         |  |  |  |  |
| <b>20</b><br>Loading Dock East / West    |  |  |  |  |
| <b>21</b><br>Staff Door                  |  |  |  |  |
| <b>22</b><br>Administration              |  |  |  |  |
| <b>23</b><br>Visiting Door – Old Maguire |  |  |  |  |

| CENTRAL CONTROL  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>24</b><br>Booking Sally Port  |            |         |         |         |
| <b>25</b><br>Room Intercoms  |            |         |         |         |
| <b>26</b><br>Paging Zones  |            |         |         |         |
| <b>27</b><br>Radio Communication / Etiquette   |            |         |         |         |
| <b>28</b><br>Radio Computer Functions <ul style="list-style-type: none"> <li>• Different Channels / Switching</li> <li>• Grouping</li> <li>• Emergency Tone</li> </ul> |            |         |         |         |
| <b>29</b><br>Radio Logon Procedures  |            |         |         |         |
| <b>30</b><br>Facility Paging System  |            |         |         |         |
| <b>31</b><br>Emergency Intercom Panel  |            |         |         |         |
| <b>32</b><br>Light Switch Panel  |            |         |         |         |

**STATION 2 – INTERIOR CONTROLS**

|  |  |  |  |  |
|--|--|--|--|--|
| <b>33</b><br>Pod Doors                                 |  |  |  |  |
| <b>34</b><br>Staff Area Doors                          |  |  |  |  |
| <b>35</b><br>Transfer Corridor – 4 <sup>th</sup> Floor |  |  |  |  |
| <b>36</b><br>Bridge to HOJ                             |  |  |  |  |
| <b>37</b><br>Booking / Release Corridor                |  |  |  |  |

| CENTRAL CONTROL  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>38</b><br>Central Control North / South   |            |         |         |         |
| <b>39</b><br>Releases Corridor   |            |         |         |         |
| <b>40</b><br>Dress-Out Rooms   |            |         |         |         |
| <b>41</b><br>Transportation Holding  |            |         |         |         |
| <b>42</b><br>Trans Out   |            |         |         |         |
| <b>43</b><br>Elevator Control Panel <ul style="list-style-type: none"> <li>• Security Mode</li> <li>• Auto / Swing Service</li> <li>• On / Off Floor Access</li> <li>• Intercom Operation</li> <li>• Reset Procedures</li> </ul> |            |         |         |         |

**REAR CONTROL BOARD**

|   |  |  |  |  |
|---|--|--|--|--|
| <b>44</b><br>Panel Familiarization                        |  |  |  |  |
| <b>45</b><br>Stairwell 1, 2, 3 Access                     |  |  |  |  |
| <b>46</b><br>New Maguire Recreation Yards – East / West   |  |  |  |  |
| <b>47</b><br>New Maguire Pod Entrance Doors – East / West |  |  |  |  |
| <b>48</b><br>Emergency Door Operations                    |  |  |  |  |
| <b>49</b><br>Door Alarms and Acknowledgements             |  |  |  |  |
| <b>50</b><br>Panel Resets                                 |  |  |  |  |

| CENTRAL CONTROL          | INSTRUCTED |         | APPLIED |         |
|--------------------------|------------|---------|---------|---------|
|                          | JTO        | Recruit | JTO     | Recruit |
| 51<br>Interlock Override |            |         |         |         |

**OTHER SYSTEMS**

|  |  |  |  |  |
|--|--|--|--|--|
| 52<br>Intercoms  |  |  |  |  |
| 53<br>Fire Alarm System – Types of Alarms <ul style="list-style-type: none"> <li>• Fire</li> <li>• Security</li> <li>• Trouble</li> </ul>  |  |  |  |  |
| 54<br>Fire Alarm System – Acknowledge and Silence  |  |  |  |  |
| 55<br>Fire System Components <ul style="list-style-type: none"> <li>• Computer</li> <li>• Main Control Panel</li> <li>• CPU (Downstairs)</li> <li>• Damper Control Panel</li> <li>• Printer</li> </ul> |  |  |  |  |
| 56<br>Fire Pump Alarm  |  |  |  |  |
| 57<br>Generator Alarm  |  |  |  |  |
| 58<br>Air System Alarm   |  |  |  |  |
| 59<br>Electrical Room Water Alarm  |  |  |  |  |
| 60<br>Sewage Overflow Alarm  |  |  |  |  |
| 61<br>Carbon Monoxide Alarm  |  |  |  |  |

Comments: \_\_\_\_\_

\_\_\_\_\_

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**Releases (Overview)**

| RELEASES (OVERVIEW)   | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>The officer will be familiar with Policy & Procedures 4.01 – Inmate Release Process                                     |            |         |         |         |
| <b>2</b><br>The officer will be familiar with Policy & Procedures 4.02 – Release on Bail / Own Recognizance / 849 PC                |            |         |         |         |
| <b>3</b><br>The officer will be familiar with Policy & Procedures 4.03 – Release to Other Agencies                                  |            |         |         |         |
| <b>4</b><br>The officer will be familiar with Policy & Procedures 4.04 – Transportation to the California Department of Corrections |            |         |         |         |
| <b>5</b><br>The officer will be familiar with Policy & Procedures 4.05 – Transfer to Other Facilities                               |            |         |         |         |
| <b>6</b><br>The officer will be familiar with Policy & Procedures 4.06 – Passes   |            |         |         |         |
| <b>7</b><br>The officer will be familiar with Policy & Procedures 4.07 – Escapes  |            |         |         |         |
| <b>8</b><br>The officer will be familiar with Policy & Procedures 4.08 – County Parole  |            |         |         |         |
| <b>9</b><br>The officer will be familiar with Policy & Procedures 4.09 – Release on Inmate Speaker                                  |            |         |         |         |
| <b>10</b><br>The officer will be familiar with Policy & Procedures 4.10 – ICE Holds   |            |         |         |         |
| <b>11</b><br>The officer will be familiar with Policy & Procedures 5.13 – Release – Deputies / Correctional Officers                |            |         |         |         |

| RELEASES (OVERVIEW)  | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>12</b><br>The officer will be familiar with Policy & Procedures 5.14 – Releases – Legal Office Specialist |            |         |         |         |
| <b>13</b><br>Handling Property – New Housings  |            |         |         |         |
| <b>14</b><br>Handling Property – Releases  |            |         |         |         |
| <b>15</b><br>Citations / PTA's   |            |         |         |         |
| <b>16</b><br>Dressing Out  |            |         |         |         |
| <b>17</b><br>Processing an Inmate Release<br>(Bail, Court, Time Served, Citation / PTA)                      |            |         |         |         |
| <b>18</b><br>Victim Notifications  |            |         |         |         |
| <b>19</b><br>FMH Alerts  |            |         |         |         |
| <b>20</b><br>Medical Alerts  |            |         |         |         |

Comments: \_\_\_\_\_

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**Front Lobby (Overview)**

| FRONT LOBBY (OVERVIEW)  | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>1</b><br>The officer will be familiar with Policy & Procedures 5-09A – MCF Lobby Rover   |            |         |         |         |
| <b>2</b><br>The officer will be familiar with Policy & Procedures 8.01 – Facility Access  |            |         |         |         |
| <b>3</b><br>The officer will be familiar with Policy & Procedures 8.15 – Facility Visitors  |            |         |         |         |
| <b>4</b><br>The officer will be familiar with Policy & Procedures 8.16 – Building Perimeter Inspection  |            |         |         |         |
| <b>5</b><br>The officer will be familiar with Policy & Procedures 13.01 – Regular Family Visiting   |            |         |         |         |
| <b>6</b><br>The officer will be familiar with Policy & Procedures 13.02 – Attorney and Official Visiting / Interviews   |            |         |         |         |
| <b>7</b><br>The officer will be familiar with Policy & Procedures 13.04 – Inmate Mail   |            |         |         |         |
| <b>8</b><br>Passdown from prior shift   |            |         |         |         |
| <b>9</b><br>Area Inspection <ul style="list-style-type: none"> <li>• Main Lobby Areas (including lockers, restrooms)</li> <li>• Hallways</li> <li>• Entrance area / foyer</li> <li>• Visiting Areas / Visiting Elevators</li> </ul> |            |         |         |         |
| <b>10</b><br>Newspaper Retrieval (Day Shift) <ul style="list-style-type: none"> <li>• Mark papers with inmate location</li> <li>• Give to a Rover for delivery</li> </ul>   |            |         |         |         |

| FRONT LOBBY (OVERVIEW)   | INSTRUCTED |         | APPLIED |         |
|--|------------|---------|---------|---------|
|  | JTO        | Recruit | JTO     | Recruit |
| <b>11</b><br>Mail Sorting <ul style="list-style-type: none"> <li>• Sort by Pods</li> <li>• Screen by K9 if available</li> <li>• Collect 'Return to Pod' mail from Landing</li> <li>• Deliver to pods after Lobby closes</li> </ul> |            |         |         |         |
| <b>12</b><br>No Contact Orders / Index Cards <ul style="list-style-type: none"> <li>• Receive Restraining Order Info from Booking LOS</li> <li>• Edit or Create New Index Card</li> <li>• File Documentation in Binder</li> </ul>  |            |         |         |         |
| <b>13</b><br>Alphabetical Lists for Service League (Day shift)   |            |         |         |         |
| <b>14</b><br>Sharepoint Computer Logs – MCF Lobby <ul style="list-style-type: none"> <li>• Jail Clearance</li> <li>• Medical Clearance</li> <li>• Attorney Requests</li> <li>• Denied Visits</li> </ul>                            |            |         |         |         |
| <b>15</b><br>Attorney / Legal / Officials Visiting Logs  |            |         |         |         |
| <b>16</b><br>Visitor Sign-in Log <ul style="list-style-type: none"> <li>• Check ID, No Contact Cards, Denied Visits Log, Loss of Visits Binder</li> <li>• Hand Stamp</li> <li>• Housing Unit Ticket</li> </ul>                     |            |         |         |         |
| <b>17</b><br>Visitor Entry into CJIS <ul style="list-style-type: none"> <li>• IMADDVST</li> <li>• IMMNTVST</li> </ul>  |            |         |         |         |
| <b>18</b><br>Visitor Rules – Announcements <ul style="list-style-type: none"> <li>• Dress Code</li> <li>• Behavior</li> <li>• Sign-up Procedures</li> </ul>  |            |         |         |         |



| FRONT LOBBY (OVERVIEW)  | INSTRUCTED |         | APPLIED |         |
|---|------------|---------|---------|---------|
|   | JTO        | Recruit | JTO     | Recruit |
| <b>19</b><br>Visitor Entry / Searches <ul style="list-style-type: none"> <li>• Walk-through / Handheld Metal Detectors</li> <li>• Collect Housing Unit Ticket</li> </ul>  |            |         |         |         |
| <b>20</b><br>Lockers  |            |         |         |         |
| <b>21</b><br>Contact Visits <ul style="list-style-type: none"> <li>• Only use CV-1 and CV-2</li> <li>• Do not use Old Maguire Contact Visit Rooms</li> </ul>  |            |         |         |         |
| <b>22</b><br>Clear Visits from Facility <ul style="list-style-type: none"> <li>• All visiting rooms cleared at 1600 and 2145 hours</li> </ul>   |            |         |         |         |
| <b>23</b><br>Self-Surrenders <ul style="list-style-type: none"> <li>• Accept up to 6<sup>th</sup> day <u>after</u> surrender date (7 days total, including the original surrender date)</li> <li>• Booking Sheet, Property Form, Bag up Property</li> <li>• Turn over to Intake staff</li> </ul>  |            |         |         |         |
| <b>24</b><br>Warrant Arrests <ul style="list-style-type: none"> <li>• Surrendering on a warrant</li> <li>• Bounty Hunter procedures</li> <li>• Paperwork and Property</li> <li>• Turn over to Intake staff</li> <li>• Crime report</li> </ul>   |            |         |         |         |
| <b>25</b><br>Receiving Items for an Inmate <ul style="list-style-type: none"> <li>• Medical supplies, prescriptions, glasses, lenses</li> <li>• Get approval from Medical staff</li> <li>• Search with K-9 if possible</li> <li>• Get approval from Sergeant and/or Lieutenant</li> <li>• Bag and label item(s) for the inmate</li> </ul> |            |         |         |         |
| <b>26</b><br>Property Releases <ul style="list-style-type: none"> <li>• Retrieve Property Release request form from binder</li> <li>• Verify ID, have person sign form</li> <li>• Enter into CJIS (IMMNTCLO)</li> <li>• Retrieve property bag from Releases</li> <li>• File Property Release form in inmate's jacket</li> </ul>           |            |         |         |         |



**APPENDICES**

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## Appendix A

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### JAIL TRAINING OFFICER (JTO) PROGRAM CRITIQUE FORM

All JTO Program personnel are determined to provide new employees assigned to San Mateo County Sheriff's Correctional Facilities with an effective training experience. Below is a list of questions pertaining to the training that you received while involved in the JTO Program. The purpose of the form is to present objective feedback to program personnel, which is to be used to improve and enhance the program's effectiveness. Please read each question fully, responding to each honestly and directly. Your candor and comments will be appreciated. One completed, this form should be returned to the JTO Program manager

**YES**      **NO**      1. Did the initial facility tour help you prepare for the JTO Program and were the expectations of the program made clear to you?

Please Comment: \_\_\_\_\_  
\_\_\_\_\_

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**YES**      **NO**      2. Was the length of the JTO Program adequate?

Please Comment: \_\_\_\_\_  
\_\_\_\_\_

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**YES**      **NO**      3. Do you feel that the training that you received in the JTO Program was meaningful in relation to the job that you are now doing?

Please Comment: \_\_\_\_\_  
\_\_\_\_\_

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**YES**      **NO**      4. Were there any areas of training you felt were not adequately covered that should have been included or expanded?

Please Comment: \_\_\_\_\_  
\_\_\_\_\_

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**YES**      **NO**      5. Was the instruction and training provided by the JTOs generally consistent with one another?

Please Comment: \_\_\_\_\_  
\_\_\_\_\_

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**Part 2: General Comments**

**PLEASE PRINT**

22) Which part(s) of the phase was MOST valuable to you? Please explain why.

23) Which part(s) of the phase was LEAST valuable to you? Please explain why.

24) Please provide any other comments or suggestions you have for improving this training phase.

25) What other training is most important to you now that you have completed this phase?

