

San Mateo County Sheriff's Office

Jail Training Manual

Corrections Division



Christina Corpus, Sheriff
06/01/23

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.....	4
Corrections Division Vision Statement	4
Program Overview	5
General Information	7
Training Methodology.....	7
Daily Evaluations	7
Performance Objectives.....	8
Policies and Procedures	8
Report Writing	8
End of Phase Reports	9
Training Schedule.....	9
Trainee Evaluation of Trainer.....	9
Training File.....	9
Training Goals and Objectives.....	10
Training Challenges	11
Extension Reporting.....	11
Program Management.....	13
Program Supervision.....	14
Jail Training Officers.....	16
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 Incarcerated Person(s) 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 –Maguire 63

General Housing – Maple Street Correctional Center 67

General Housing –Women’s Housing 70

Special Housing – Administrative Segregation 74

Rover 79

Central Control/Master Control..... 87

Releases (Overview)..... 92

Appendix A..... 96

Appendix B..... 97

Preface

To the Training Officers

This manual was designed to assist everyone involved in the Jail Training Officer (JTO) Program. It will provide the information to train newly assigned sworn staff in the Corrections Division on the skills and knowledge needed to be successful and accomplish the job tasks associated within the Division. The goal of the JTO Program is to provide newly assigned staff with a depth 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 effective co-workers to all personnel assigned in Corrections. 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-off 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 difficult 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 information outlined in this manual has been taught by you, and demonstrated by the 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. It is our expectation for you to hold people accountable to high standards. We want you to be confident in the abilities of your coworkers.

To the Trainees

Congratulations on becoming part of the San Mateo County Sheriff's Office!

The Sheriff's Office is committed to fair and equitable serving our communities. This includes are Incarcerated People (IP's) who are housed within our facilities. We hold ourselves to the standards of the Law Enforcement Code of Ethics. We will maintain the public trust by being guardians to protect and serve all people. You should review the Code of Ethics throughout your career to remember what you are committed to doing for your career.

We recognize that you possess the skills and abilities to which we will add knowledge for you to perform at the highest levels. We believe you will make a difference serving in our community. However, the training you are embarking upon will be demanding and require constant critical thinking from you to be successful. We will do everything to support you during this process, you must demonstrate your competency in all areas.

This manual serves as a guide to your success. All the material you will be evaluated on during training is contained in this manual. You are free to prepare before each assignment by taking the time to read the material. We aim to provide you with timely feedback at the conclusion of each day by providing you with a Daily Observation Report (DOR). You will be provided by the DOR by your Jail Training Officer (JTO) daily. It is important to read this information, recognize the areas to improve while taking pride in areas in which you were successful.

We look forward to your successful completion of the Jail Training Officer program. Once you have completed the program, you will be working as our co-worker to ensure the success of the organization.

Sheriff Christina Corpus

Code of Ethics

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

Sheriff's Office Mission Statement

The San Mateo County Sheriff's Office protects life and property and preserves the public peace. The Sheriff enforces state laws and county ordinances, prevents crime, apprehends criminals, cares for incarcerated prisoners, processes civil actions, and provides security to the courts. The Sheriff's Office is committed to providing the highest level of professional law enforcement service in the most efficient and cost-effective manner possible. All members will strive to accomplish this mission in the performance of their duties.

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 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 employees' safety, provides appropriate training, and allows for meaningful and rewarding career development.

An Incarcerated Person(s) 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 Incarcerated Person(s) 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

The JTO Program is designed to provide training for a career in Corrections. The program will be approximately four (4) months of on-the-job formal training for entry level Correctional Officers and Deputy Sheriffs, approximately one (1) month for lateral Deputy Sheriffs, and Reserve Deputy Sheriffs. The program has been divided into one week of Sheriff’s Office orientation and a series of training phases. Each phase is designed to assist the trainee in learning the skills required to be assigned to Corrections. 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 to ensure a full training experience

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:

ENTRY LEVEL CORRECTIONAL OFFICER, DEPUTY SHERIFF TRAINEE	
Intake (Nightshift)	12 Shifts
Intake Pod (Nightshift) MCF (4 Shifts) MSCC (3-Bay) (2 Shifts)	6 Shifts Total
Classification & Releases (Dayshift/Nightshift) (Overviews)	2 Shifts (Total)
General Housing Units (Dayshift) MCF (8 Shifts) MSCC (2-Mountain) (4 Shifts)	12 Shifts (Total)
Administrative Segregation Pods (Dayshift) 3-West Max (4 Shifts) 3-East Ad-Seg (4 Shifts) 3-Ocean (MSCC) (2 Shifts)	10 Shifts (Total)
Medical Pods (Dayshift) Overview: ASU BHU Clinic	1 Shift (Total)

Security Rover (Dayshift) MCF (8 Shifts) MSCC (4 Shifts)	12 Shifts (Total)
Central Control (Dayshift)	4 Shifts
Master Control (Nightshift)	4 Shifts
Transportation (Dayshift) (Overviews) 2A Holding 4A Holding	2 Shifts (Total)
Program Total	65 Shifts

**LATERAL DEPUTY SHERIFF, RESERVE DEPUTY SHERIFF,
COURT SECURITY BAILIFF**

Intake (Nightshift)	8 Shifts
Intake Pod (Nightshift) MCF	3 Shifts
Classification & Releases (Dayshift) (Overviews)	1 Shift (Total)
General Housing Units (Dayshift) MCF	8 Shifts
Administrative Segregation Pods 3-East Ad-Seg (Dayshift) 3-West Max (Nightshift)	4 Shifts (Total)
Security Rover (Dayshift) MCF/MSCC	8 Shifts (Total)
Central Control (Dayshift)	4 Shifts
Master Control (Nightshift)	2 Shifts
Program Total	38 Shifts

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 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

Training Methodology

Beginning the first day of the JTO Program, trainees should perform as many tasks as they can perform. 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, Incarcerated Person(s) 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 complete the Daily Observation Reports (DORs) prior to the end of shift or by the beginning of the next shift. These evaluation forms provide trainees an opportunity to receive immediate feedback in their performance. The trainee will know what their strong performance areas each day were 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 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. 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 later, 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 Sheriff's Office Corrections Policy and Procedure Manual and the General Orders (Lexipol). 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 immediately complete by end of shift 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.

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 kept with the employee's training file.

Training Goals and Objectives

The training goals of the JTO Program include excellence in Corrections. Our training includes delivery of professional standards , 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 Incarcerated Person(s) in a direct supervision setting
3. To train staff to use their interpersonal communication skills
4. To promote 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 Policy and Procedure Manual, General Orders (Lexipol), Title 15, and the Penal Code
9. To train personnel to control, direct, and safely handle Incarcerated Person(s) that pose a threat to themselves, other Incarcerated Person(s), staff, and/or the facility
10. To provide training and evaluations of staff

Training Challenges

JTOs may recommend that training time be extended for a trainee at any point in each 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 will correct the problem(s) during an extension of the training phase

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 Observation Report (DOR) completed by the JTO. The JTO will also focus on applicable critical skills (listed alphabetically):

- Command Presence
- Appropriate Judgment
- Initiative
- Observations Skills
- Officer Safety

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, and any written material or reports completed or compiled during the entire training program) shall be attached to the recommendation.

Program Management

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

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 immediately 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. Discuss each trainee's evaluation of their JTOs, discussing both successes and areas where improvement may be needed
9. Communicate to the JTO Lieutenant the status of trainees daily

JTO Sergeants is considered a specialty assignment within the Corrections Division. The selection process for JTO Sergeants will include input from the Team Lieutenants, Administrative Lieutenants, and the Captain of Corrections. The JTO Sergeants assignment will be assigned a minimum of one year with an option to renew up to four consecutive years.

If a JTO Sergeant is unable to perform their duties as required including collection of DOR's daily, they can be removed from their assignment at the discretion of the JTO and Team Lieutenant.

Jail Training Officers

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 evaluation's 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

JTO is considered a specialty assignment within Corrections. The selection process for JTO will include input from the, Jail Training Sergeant, Team Lieutenants, Administrative Lieutenants, and the Captain of Corrections. The JTO will be required to submit a letter of interest for the position. An interview will occur with the Team Lieutenant, JTO Sergeant, and an Administrative Lieutenant.

If a JTO is unable to perform their duties as required including collection of DOR's daily, they can be removed from their assignment at the discretion of the JTO Sergeants, JTO Lieutenant and Team Lieutenant.

Trainees

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

Sheriff

|

Undersheriff

|

Assistant Sheriff

|

Division Captain

|

JTO Lieutenant

|

JTO Sergeant

|

JTO

|

Trainee

Daily Evaluations

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:

NRT	Not Responding to Training
N/A	Unacceptable
1	Significantly Below Standard / Needs Significant Improvement
2	Below Standard / Needs Improvement
3	Standard
4	Above Standard
5	Significantly Above Standard
6	Outstanding
NO	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 considered 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

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 Incarcerated Person(s) by using distance, proper stance, and by looking directly at the inmate; conducting thorough searches of both Incarcerated Person(s) 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 Incarcerated Person(s); 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 Incarcerated Person(s); 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 Incarcerated Person(s); is only at the officers' station when it is necessary, otherwise is making rounds and interacting with Incarcerated Person(s); conducts thorough searches of Incarcerated Person(s) 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 Incarcerated Person(s); 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 Incarcerated Person(s); fails to notify the team Sergeant of unusual situations; does not maintain and update the tank roster or update ATIMS when Incarcerated Person(s) 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 Incarcerated Person(s); 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 Incarcerated Person(s); notifies the team Sergeant of unusual situations; maintains and updates the pod roster and updates ATIMS when Incarcerated Person(s) 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 Incarcerated Person(s) 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 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; does not know the direction or names of the streets around the facility

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 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; 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; can 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 Incarcerated Person(s) 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 Incarcerated Person(s) of different backgrounds and intelligence. The trainee will be able to initiate conversation with Incarcerated Person(s).

Unacceptable Level

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

Standard Level

Speaks with authority in a clear, calm voice; controls and directs Incarcerated Person(s) with a minimal amount of friction; does not take comments from Incarcerated Person(s) personally; counsels Incarcerated Person(s) in private; uses proper language; organizes thoughts and is able to communicate ideas; is able to be understood by Incarcerated Person(s) 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

Can 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 Incarcerated Person(s) are saying to him/her. The trainee will be able to listen to Incarcerated Person(s), 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 Incarcerated Person(s) 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 Incarcerated Person(s); is unable to hear or accurately recall important verbal clues; is unable to identify the intensity or mood of the Incarcerated Person(s); 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 Incarcerated Person(s); 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 Incarcerated Person(s) to express their feelings; can accurately determine the mood or intensity of individuals or groups of Incarcerated Person(s) 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; can 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 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 them; 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 Incarcerated Person(s) 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 always be able to remain alert 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 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 Incarcerated Person(s)

Standard Level

Is alert to his/her surroundings and sees the big picture; observes Incarcerated Person(s) 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 Incarcerated Person(s)

Outstanding Level

Displays outstanding observation skills; always remains alert, 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; can 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 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 Incarcerated Person(s) 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 Incarcerated Person(s) 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 daily to improve performance

Attitude Toward Incarcerated Person(s)**Training Objectives**

The trainee will have the ability to converse with Incarcerated Person(s) and interact with them in a professional manner. The trainee will be objective and straightforward and interact with Incarcerated Person(s) in a way that is neither hostile nor patronizing. The trainee will maintain a professional distance from Incarcerated Person(s) 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 Incarcerated Person(s); is prejudiced; shows favoritism, pity or contempt; becomes inappropriately involved with Incarcerated Person(s); develops private relationships with Incarcerated Person(s); is abrupt, over-assertive, belligerent, introverted or non-communicative with Incarcerated Person(s); discusses other staff members with Incarcerated Person(s)

Standard Level

Always maintains a professional demeanor when dealing with Incarcerated Person(s); treats Incarcerated Person(s) 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 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; can 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; can deescalate a situation as appropriate

Outstanding Level

Able to maintain complete control of situations using 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 using 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; always maintains good officer safety when using physical controls

Training Phase Checklists

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 Housing
- Intake Classification (Overview)
- General Housing – Maguire Correctional Facility, Maple Street Correctional Center
- Special Housing / Administrative Segregation
- Rover
- Central Control
- Releases (Overview)

General / Global Policies

GENERAL / GLOBAL POLICIES	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Direct Supervision of Housing Modules				
2 The officer will be familiar with Inmate Count				
3 The officer will be familiar with Disciplinary Procedures				
4 The officer will be familiar with Inmate Incident / Injury Reports				
5 The officer will be familiar with Inmate Rules				
6 The officer will be familiar with the <i>Inmate Rules, Regulations & General Information</i> booklet				
7 The officer will be familiar with Inmate Recreation				
8 The officer will be familiar with Inmate Workers				
9 The officer will be familiar with Inmate Grievance Procedure				
10 The officer will be familiar with Use of Force				
11 The officer will be familiar with Use of Restraint Devices				
12 The officer will be familiar with Use of Restraint Chair				
13 The officer will be familiar with Use of Body Wrap				
14 The officer will be familiar with Civil Prisoners				

GENERAL / GLOBAL POLICIES	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
15 The officer will be familiar with Evacuation and Movement Plan				
16 The officer will be familiar with Major Disturbance / Riot				
17 The officer will be familiar with Hostage Policy				
18 The officer will be familiar with Power Failures				
19 The officer will be familiar with Key Control				
20 The officer will be familiar with Inmate Movement				
21 The officer will be familiar with Inmate Count				
22 The officer will be familiar with Housing Area Inspections				

23 The officer will be familiar with Contraband				
24 The officer will be familiar with Inmate Injuries				
25 The officer will be familiar with Inmate Death in Custody				
26 The officer will be familiar with P Security Housing Checks				
27 The officer will be familiar with Building Perimeter Inspection				
28 The officer will be familiar with Radio Procedures				
29 The officer will be familiar with Movement Restrictions				

GENERAL / GLOBAL POLICIES	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
30 The officer will be familiar with Inmate Medical Emergency				
31 The officer will be familiar with Suicide Prevention Policy				
32 The officer will be familiar with Staff Exposure to Bloodborne Pathogens				
33 The officer will be familiar with Inmate Meals				

34 The officer will be familiar with Inmate Mail				
35 The officer will be familiar with Linen / Clothing Collection and Distribution				

Comments: _____

GENERAL / GLOBAL POLICIES	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

Intake

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Initial Intake Procedure				
2 The officer will be familiar with Reception				
3 The officer will be familiar with Probable Cause Determination Forms				
4 The officer will be familiar with Searches				
5 The officer will be familiar with Property / Money Inventory				
6 The officer will be familiar with ATIMS Booking				
7 The officer will be familiar with Rebooking				
8 The officer will be familiar with Inmate Photo System				
9 The officer will be familiar with Fingerprinting				
10 The officer will be familiar with Own Recognizance Interviews				
11 The officer will be familiar with Medical Screening				
12 The officer will be familiar with Dressing In				
13 The officer will be familiar with Housing				
14 The officer will be familiar with Self-Surrenders				
15				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
The officer will be familiar with Bail Bond Surrenders				
16 The officer will be familiar with Cash Bails / Mandatory IRS Reporting				
17 The officer will be familiar with Mass Arrests				
18 The officer will be familiar with Notification to Incarcerated Person(s) Required to Register Under 290 PC				
19 The officer will be familiar with Retrieval of Fluid Samples and Prints under 295-299 PC				
20 The officer will be familiar with Mobile Booking Unit				
21 The officer will be familiar with Post Orders: Intake/Booking – Deputies/Correctional Officers				
22 Getting briefed by prior shift; briefing next shift				
23 Conducting inmate count				

24 Inspections: Search, Safety, Holding, Sobering, Lounges, Pre-booking, Medical Screening, Dress-in, Dress-out, Sally port				
25 Area inspections – Safety & Security Checks				
26 Searches – proper techniques, thorough, legalities				
27 Strip Search Form – when items are located				
28 Evaluation of Incarcerated Person(s) – Mental / Physical				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
29 Observation Logs – Safety, Sobering, Restraint; Sgt. Signature				
30 Telephone Logs				
31 Cell Log Sheets – Safety, Sobering				
32 Medical responsibilities – 4015(b) PC				
33 Proper clothing to be worn				
34 Completing the Intake / Booking Log				
35 Retainable / Non-Retainable Offenses				
36 Warrants, Abstracts, Hits				
37 Juveniles in the facility				
38 Juvenile Warrants				

39 Parole Violation Hold Form				
40 Booking Sheet – Complete, legible				
41 Property Inventory – Clothing, Money, etc.				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
42 Signatures and Fingerprint				
43 Inmate Money				
44 Creating an Inmate Jacket				
45 Paperwork for O.R. and Records				
46 Unknown Person				
47 Operation of Mug Shot Computer and Camera <ul style="list-style-type: none"> • Entering information • Taking photos • Photographing / Describing Tattoos • Fingerprint • Printing pages for Inmate Jackets 				
48 Facial Recognition Software				
49 Processing Armbands				
50 Fingerprint Machine <ul style="list-style-type: none"> • Entering information • Rolling fingerprints • Rolling palm prints 				
51 Cal-ID's				
52 Booking in ATIMS <ul style="list-style-type: none"> • Searching for Inmate / Adding • Processing Booking and Housing into Holding Cell • Adding correct charges 				
53 Inmate Phones <ul style="list-style-type: none"> • Registration in system 				

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

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
67 Transportation Runs (arrivals)				
68 Attorney / Bail Visiting Room (by Cashier's office)				
69 Evacuation Procedures				
70 Intake Logbook				
71 Food Service				
72 Control Board				
73 Emergency "mushroom" buttons				

Comments: _____

Intake Classification (Overview)

INTAKE CLASSIFICATION (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 Classification Codes				
2 Classification and Housing Considerations <ul style="list-style-type: none"> • Prior history • Gang affiliation / validation (Documentation) • Booking charges • Medical & FMH recommendations • Special needs • Prison Rape Elimination Act (PREA) 				
3 Inmate interviews				
4 Dressing in Incarcerated Person(s)				
5 Movements to housing units				
6 The officer will be familiar with – Inmate Dress-in				
7 The officer will be familiar with Intake Classification Officer				
8 The officer will be familiar with P Housing and Pod Assignments				
9 The officer will be familiar with Inmate Movement				
10 Facility count				

Comments: _____

General Housing –Maguire

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

GENERAL HOUSING –MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
10 Re-housings to other pods <ul style="list-style-type: none"> • Movements 				
11 Visits <ul style="list-style-type: none"> • ATIMS • Security Concerns When Moving • Lock Doors • Attorney Visits / Use of Paper Pass 				
12 Inmate Mail Procedures				
13 Meal Service <ul style="list-style-type: none"> • Number of Incarcerated Person(s) / Wall Sections • Distribution / Collection Process • Proper Clothing / Arm Bands 				
14 Pod Workers				
15 Multi-Purpose Room				
16 Plumbing Chases				
17 Laundry Exchange				
18 Razors				
19 Pill Call				
20 Inmate Request Forms				
21 Civil Incarcerated Person(s) – housing, meals, recreation, showers				
22				

GENERAL HOUSING –MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
Air Ducts (Intake, Air return)				

22 County vs. State Incarcerated Person(s) <ul style="list-style-type: none"> • Inmate classification • Housing considerations 				
23 Suicide Risk Incarcerated Person(s) <ul style="list-style-type: none"> • Housing Locations • Safety Checks 				
24 Commissary Procedures				
25 Evacuation Box location (flex cuffs, etc.)				
26 Pod Evacuation Procedures <ul style="list-style-type: none"> • Equipment / Movement Cards • Inmate Considerations / Planning • Instructions • Inmate Security / Cuffing / Movement • Route • Communication with Central Control / ERT 				
27 Fire Extinguisher / Fire Hose locations				
28 Self-Contained Breathing Apparatus locations				

Comments: _____

GENERAL HOUSING –MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

General Housing – Maple Street Correctional Center

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

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

GENERAL HOUSING – MAPLE STREET	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
22 Commissary Procedures				
23 Evacuation Box location (flex cuffs, etc.)				
24 Pod Evacuation Procedures <ul style="list-style-type: none"> • Equipment / Movement Cards • Inmate Considerations / Planning • Instructions • Inmate Security / Cuffing / Movement • Route • Communication with Central Control / ERT • Knowledge of stairwells 				
25 Fire Extinguisher / Fire Hose locations				
26 Self-Contained Breathing Apparatus locations (if any)				

Comments: _____

Intake Housing

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

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

GENERAL HOUSING – INTAKE HOUSING	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

22 Suicide Risk Incarcerated Person(s) <ul style="list-style-type: none"> • Housing Locations • Safety Checks 				
23 Civil Incarcerated Person(s) – housing, meals, recreation, showers				
24 Commissary Procedures				
25 Evacuation Box location (flex cuffs, etc.)				
26 Pod Evacuation Procedures <ul style="list-style-type: none"> • Equipment / Movement Cards • Inmate Considerations / Planning • Instructions • Inmate Security / Cuffing / Movement • Route • Communication with Central Control / ERT 				
27 Fire Extinguisher / Fire Hose locations				
28 Self-Contained Breathing Apparatus locations				
29 Reporting maintenance Issues				

Comments: _____

GENERAL HOUSING – INTAKE HOUSING	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

Special Housing – Administrative Segregation

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

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

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

SPECIAL HOUSING – AD-SEG	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

32 Pod Evacuation Procedures <ul style="list-style-type: none">• Equipment / Movement Cards• Inmate Considerations / Planning• Instructions• Inmate Security / Cuffing / Movement• Route• Communication with Central Control / ERT				
33 Fire Extinguisher / Fire Hose locations				
34 Self-Contained Breathing Apparatus locations				

Comments: _____

SPECIAL HOUSING – AD-SEG	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

Rover

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Rover Staff				
2 The officer will be familiar with MCF Lobby Rover				
3 The officer will be familiar with Fire Procedures / Equipment Location				
4 The officer will be familiar with Alarms / Response to Alarms				

FACILITY ORIENTATION - BASEMENT

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

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

FACILITY ORIENTATION – FIRST FLOOR

15 Vehicle Sally Port				
16 Delivery Sally Port				
17 Gas Shut-off Valve				
18 All Ground Floor Entrances / Exits				
19 Communication Closets				
20 Stairwell 1				
21 Stairwell 2				
22 Stairwell 3				
23 Fire Alarm Control Panel				
24 Contact Visit Rooms				
25 Transportation Holding Cell				
26 Mechanical Room / Maintenance Supply Room				

FACILITY ORIENTATION – SECOND FLOOR

33 2-West: Visiting Areas				
-------------------------------------	--	--	--	--

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
34 Stairwell 1				
35 Stairwell 2				
36 Stairwell 3				
37 Fire Alarm Control Panel				
38 Overflow Housing Unit				
39 Medical Office Areas				

FACILITY ORIENTATION – THIRD FLOOR

43 Library				
44 Stairwell 1				
45 Stairwell 2				
46 Circuit Breakers				
47 Fire Alarm Control Panel				
48 Water Shut-off Valves (East / West)				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

FACILITY ORIENTATION – FOURTH FLOOR

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

57 Bridge				
58 Paint / Storage Room				
58 4A Holding Area				
59 Transportation Office				
60 Hall of Justice				

FACILITY ORIENTATION – FIFTH FLOOR

61 Stairwell 1				
62 Stairwell 2				
63 Circuit Breakers				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
64 Fire Alarm Control Panel				
65 Water Shut-off Valves (East / West)				

FACILITY ORIENTATION – SIXTH FLOOR

66 Stairwell 1				
67 Stairwell 2				
68 Circuit Breakers				
69 Fire Alarm Control Panel				

70 Water Shut-off Valves (East / West)				
--	--	--	--	--

FACILITY ORIENTATION – PENTHOUSE

71 Stairwell 1				
72 Access to East Roof				
73 Access to West Roof				
74 Elevator Mechanical Room				

KEY KNOWLEDGE

75 A1 Key				
76 A2 Key				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
77 A3 Key				
78 HC1 Key				
79 FP Key				
80 SE3 / SE4 Keys				
81 CM2 Key				
82 EM Key				
83 WM Key				

84 CM1 Key				
85 Fire Ring and Maintenance Keys				

ROVER DUTIES

86 Differences between Rover 1, Rover 3, and other Rovers				
87 Quarter-Master Duties				
88 MSCC Transports – New Housings and Releases				
89 Joint Run				
90 Evacuation Procedures – Incarcerated Person(s)				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
91 Evacuation Procedures – Public				
92 Elevator Reset				
93 Pod / Staff Relief				
94 Perimeter Checks				
95 Inmate Movements – New Housings and Releases				
96 Inmate Movements – Contact Visits				
97 Medical Transports				
98 Code Blue				
99 Pod Disturbances				
100 Code Red				
101 Public Escorts – Maintenance / Repairs				
102 Kitchen Detail				
103 Courts (Dayshift Rovers)				
104 Mail Delivery				
105 Report Copying / Delivery / Jacket Filing				
106 Shakedowns				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
107 Medical Transportation				

Comments: _____

Central Control & Master Control

CENTRAL CONTROL & MASTER CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Public Information Policy				
2 The officer will be familiar with Central Control				
3 The officer will be familiar with Facility Access				
4 The officer will be familiar with Vendor and Supply Delivery				

CENTRAL CONTROL & MASTER CONTROL DUTIES

5 Facility security and access				
6 Monitor Closed Camera System (CCTV)				
7 Dispatching Rovers				
8 Maintain ATIMS Log				
9 Telephones <ul style="list-style-type: none"> • Public Information • Transferring Calls • Messages • Answering procedures 				
10 Plan and assign relief in the event of ERT Activations				
11 Medical Situations <ul style="list-style-type: none"> • Advising / Alerting Code Blue • Requesting Ambulance (Emergency / Non-emergency) 				
12 Vendor Deliveries & Pick-ups				

CENTRAL CONTROL & MASTER CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
13 Maintenance Contact Numbers				
14 Staff Contact Numbers				
15 Key Control <ul style="list-style-type: none"> • Maintenance / ERT / Fire • Key Logs • Gun Locker Keys 				
16 Visitor Identification badges				
17 Emergency Situations <ul style="list-style-type: none"> • Incident Command System • Command Center / Staging Area • Magnetic Boards • Fire Radios • Firefighter Phone Jacks 				

STATION 1 – EXTERIOR CONTROLS

18 Intake Vehicle Sally Port				
19 Delivery Sally Port				
20 Loading Dock East / West				
21 Staff Door				
22 Administration				
23 Booking Sally Port				
24 Room Intercoms				
25 Paging Zones				

CENTRAL CONTROL & MASTER CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
26 Radio Communication / Etiquette				
27 Radio Computer Functions <ul style="list-style-type: none"> • Different Channels / Switching • Grouping • Emergency Tone 				
28 Radio Logon Procedures				
29 Facility Paging System				
30 Emergency Intercom Panel				
31 Light Switch Panel				

STATION 2 – INTERIOR CONTROLS

32 Pod Doors				
33 Staff Area Doors				
34 Transfer Corridor – 4 th Floor				
35 Bridge to HOJ				
36 Booking / Release Corridor				
37 Central Control North / South				
38 Releases Corridor				
39 Dress-Out Rooms				

CENTRAL CONTROL & MASTER CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
40 Transportation Holding				
41 Trans Out				
42 Elevator Control Panel <ul style="list-style-type: none"> • Security Mode • Auto / Swing Service • On / Off Floor Access • Intercom Operation • Reset Procedures 				

REAR CONTROL BOARD

43 Panel Familiarization				
44 Stairwell 1, 2, 3 Access				
45 Maguire Recreation Yards – East / West				
46 Maguire Pod Entrance Doors – East / West				
47 Emergency Door Operations				
48 Door Alarms and Acknowledgements				
49 Panel Resets				
50 Interlock Override				

CENTRAL CONTROL & MASTER CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

OTHER SYSTEMS

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

Comments: _____

Releases (Overview)

RELEASES (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Inmate Release Process				
2 The officer will be familiar with Release on Bail / Own Recognizance / 849 PC				
3 The officer will be familiar with – Release to Other Agencies				
4 The officer will be familiar with Transportation to the California Department of Corrections				
5 The officer will be familiar with Transfer to Other Facilities				
6 The officer will be familiar with Passes				
7 The officer will be familiar with Escapes				
8 The officer will be familiar with – County Parole				
9 The officer will be familiar with Release on Inmate Speaker				
10 The officer will be familiar with ICE Holds				
11 The officer will be familiar with release – Deputies / Correctional Officers				

12 The officer will be familiar with Releases – Legal Office Specialist				
13				

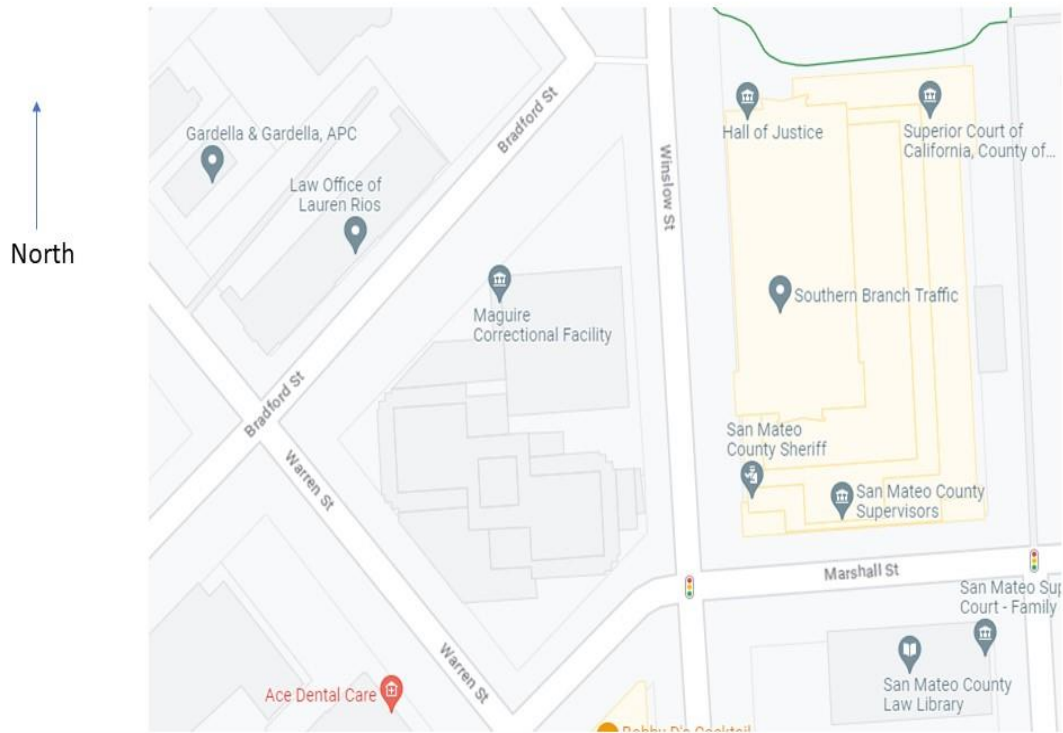
RELEASES (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
Handling Property – New Housings				
14 Handling Property – Releases				
15 Citations / PTA's				
16 Dressing Out				
17 Processing an Inmate Release (Bail, Court, Time Served, Citation / PTA)				
18 Victim Notifications				
19 FMH Alerts				
20 Medical Alerts				

Comments: _____

APPENDICES

THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK

Appendix A



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?



