

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Staff Development and Training

Policy Number: 508.08

Effective Date: 9/23/2020

Page Number: 1 of 8

Authority:
Commissioner

Originating Division:
Health Services Division
(Mental Health)

Access Listing:
Level I: All Access

I. Introduction and Summary:

To provide new employee orientation, initial mental health training and ongoing on-site and statewide in-service training on specific clinical issues, professional ethical standards and topics relevant to corrections such as security issues to Georgia Department of Corrections (GDC) staff. These training opportunities are provided in order to enhance the quality of care to seriously mentally ill offenders and to ensure the safe operation of mental health services. This procedure is applicable to all Georgia Department of Corrections facilities with a mental health mission.

II. Authority:

- A. GDC Standard Operating Procedures (SOPs): 107.03 Staff Development, 506.06 Security Training for Non-Agency Personnel, 506.08 Correctional Training Requirements, 506.16 Training Administration, and 507.03.09 Orientation Training for Health Services Staff;
- B. NCCHC Adult Standards;
- C. NCCHC Juvenile Standards; and
- D. ACA Standards: 5-ACI-1D-10 (ref. 4082), 5-ACI-1D-16 (ref. 4-4087), 5-ACI-1D-17 (ref. 4-4088), 5-ACI-68-08 (ref. 4-4389, Mandatory), 4-ALDF-7B-13, 4-ALDF7B-08, 4-ALDF-7B-09, 4-ALDF-2A-43, 4-ALDF-4C-32 (Mandatory), 4-ACRS-7B-14, 4-ACRS-7B-15, 4-ACRS-7B-17-1, 4-ACRS-7B-18, 4-ACRS-4C-04 (Mandatory), and 4-ACRS-4C-16 (Mandatory).

III. Definitions: None.

IV. Statement of Policy and Applicable Procedures:

- A. Employee Orientation for Full-time Mental Health Staff:

All full-time staff will complete institutional orientation in accordance with SOPs 107.03 and 506.16. This orientation will include an overview of the organizational structure of the facility; emergency policies and procedures; basic security issues; and administrative issues to include the use of sick and annual leave and benefits. All

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new professional and support employees, including contractors, who have regular or daily offender contact receive training during their first year of employment. Forty hours are completed prior to being independently assigned to a particular job. An additional 40 hours of training is provided each subsequent year of employment. At a minimum, this training covers the following areas: security procedures and regulations, supervision of offenders, signs of suicide risk, suicide precautions, use-of-force regulations and tactics, report writing, inmate rules and regulations, key control, rights and responsibilities of offenders, safety procedures, all emergency plan and procedures, interpersonal relations, social/cultural lifestyles of the offender population, cultural diversity, communication skills, CPR/first aid, counseling techniques, sexual harassment/sexual misconduct awareness and code of ethics.

1. All full-time mental health staff will complete a basic orientation to mental health operations under the direction of the mental health unit manager/ designee. This orientation will be documented by checklist with signatures of both the trainee and the mental health unit manager documenting the completion of this orientation See Attachment 1 (Form M17-01-01). Mental Health orientation should include at a minimum:
 - a. A tour of the mental health unit(s) and introduction to all mental health staff including all clinical consultants.
 - b. Overview of the mental health unit's organizational structure to include the role of central office's mental health services staff.
 - c. Orientation to the overall mental health program, the treatment team process and the individual treatment planning process.
 - d. Introduction to mental health classification and a review of the mental health levels of care.
 - e. Familiarization with mental health clinical files to include format, documentation, file check-out and check-in procedures and confidentiality of records.

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- f. Familiarization with the medical file to include documents filed in section five.
 - g. Introduction to mental health emergency procedures to include recognition and prevention of suicidal behavior.
 - h. Introduction to the mental health screening and evaluation process.
 - i. Professional ethics and staff/offender relationships.
 - j. Introduction to Georgia Department of Corrections mental health standard operating procedures and to local operating procedures.
 - k. Staff roles and responsibilities, schedules and mental health duty officer responsibilities.
 - l. Introduction to all ancillary mental health staff and the role of the mental health nurse, activity therapist, multifunctional correctional officer, clinical chaplain and any other staff.
2. All full-time staff working with the seriously mentally ill population, to include all correctional officers assigned to mental health units, all ancillary mental health staff, and all counselors, mental health technicians, behavior specialists, multifunctional correctional officers, activity therapists and mental health unit managers will complete the Georgia Department of Corrections mental health service 24 hour block of formal instruction titled "Basic Mental Health Training." This training will be offered through the Georgia Department of Corrections training department.
- a. It is the responsibility of the mental health unit manager at state prisons and assistant superintendents at probation detention centers to ensure that all mental health counselors, mental health technicians and behavior specialists working with the mental health population receive Basic Mental Health Training prior to the first day of work in the mental health unit.

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- b. It is the responsibility of each institution to submit training forms in a timely manner to ensure that staff receives required training.
- c. Any problems scheduling staff for Basic Mental Health Training must be reported to central office mental health services' staff.
- d. Training records documenting completion of Basic Mental Health Training will be placed in each mental health staff member's credentialing file by the mental health unit manager.

B. Orientation for Psychologists, Psychiatrists and Advanced Practice Registered Nurses (APRN):

- 1. All psychologists, psychiatrists and other licensed contract staff (i.e., APRNs) will complete institutional orientation under the direction of the mental health unit manager. Contract staff will complete institutional orientation on the days they are contracted to be at the facility. Consultant orientation will include but not be limited to:
 - a. Institutional organizational structure to include roles and responsibilities of all facility administrators and chain of command.
 - b. Security issues to include the responsibilities of all staff in helping to maintain the safety and security of the institution.
 - c. Emergency policies and procedures.
 - d. Mental health standard operating procedures
 - e. Any other issues the warden or superintendent wants covered with the mental health consultants during the institutional orientation.
- 2. All on-site psychologists, psychiatrists and APRNs will complete a basic orientation to mental health operations and the mental health program under the direction of the mental health unit manager. This orientation will be documented

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by checklist with signatures from both the consultant and the mental health unit manager documenting completion of the orientation. (See Attachment Form M17-01-02) Mental health orientation for consultants should include at a minimum:

- a. All areas listed above in IV.A.1-2.
- b. Expected roles and responsibilities.
- c. Schedules and procedures for changing schedules, handling absences related to personal illnesses or personal business matters and vacation time, mandatory training and other relevant administrative procedures.
- d. Procedures for handling problems and clinical concerns.
- e. Role of central office mental health services staff with clinical consultants including hiring, terminating contracts, evaluating performance and training.

C. Staff working with Youthful Offenders:

Staff who work with youthful offenders are trained in the developmental, safety, and other specific needs of youthful offenders. Written job descriptions and qualifications require training for staff responsible for programming of youthful offenders in the specialized unit before being assigned to work with youthful offenders. Training includes, but is not limited to the following areas: adolescent development; educational programming; cultural awareness; crisis prevention and intervention; legal issues; housing and physical plant; policies and procedures; management of, and programming for, sex offenders; substance-abuse services; cognitive-behavioral interventions, including anger management, social-skills training, problem solving; resisting peer pressure; suicide prevention; nutrition; mental-health issues; gender-specific issues and case-management planning and implementation.

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D. Mental Health Case Conferences:

Onsite case conferences will occur at a minimum of one (1) hour per month. All mental health professional staff, to include counselors, mental health technicians, activity therapists, mental health nurses, multifunctional correctional officers and other ancillary mental health treatment team members should attend. The focus of the case conference should include challenging clinical cases, cases in which differential diagnoses are considered, etc. Clinical consultants should be utilized to conduct this training. General procedures are the same as those outlined in IV.D.1. below.

E. Mental Health On-Site In-Service Training:

1. Onsite in-service mental health training will be held a minimum of two (2) hours per month. All mental health professional staff, mental health nurse(s), ancillary treatment team members including multifunctional correctional officers assigned to supportive living units (SLUs) should attend this training. The training calendar will be set up on a quarterly basis. Topics should focus on mental health clinical issues. Clinical consultants should be utilized to conduct this training. General procedures include:
 - a. Probation detention center mental health staff will attend in-service training at the state prison in their catchment area.
 - b. A two (2) hour block of training held annually must be on formal ethics training.
 - c. A training roster for all case conferences in-service trainings must be maintained in accordance with Georgia Department of Corrections training requirements and the mental health unit manager must maintain a copy of the case conference and training rosters on file.
 - d. For all in-service mental health training, a copy of the training agenda, handouts and training roster will be maintained by the mental health unit manager, clinical director or staff psychologist.

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F. Mental Health State-Wide Training Requirements:

1. All mental health staff will be required to meet Georgia Department of Corrections requirements for annual institutional training and the mandatory 40 hours of training that must be earned annually on a calendar basis. Mental health training will be applied toward this training requirement.
2. All licensed staff will be responsible for obtaining all continuing educational training required to maintain licensure. For full-time Georgia Department of Corrections/Vendor staff, this training may be applied toward the required 40 hours of training.
3. Central office mental health services' staff in conjunction with Georgia Department of Corrections Training and Employee Development Section will offer the following mandatory training programs for all mental health staff and clinical consultants:
 - a. Quarterly Mental Health Unit Managers'/Directors' Training is a 6-hour block of instruction offered quarterly which focuses on timely mental health administrative issues and provides clinical training. This training is mandatory for all mental health unit managers and clinical directors.
 - b. Mental Health Counselors and Behavior Specialists Training is mandatory training offered twice each year and provides in-depth clinical training and diagnostic assessments on relevant mental health issues. Mental health counselors, mental health technicians, activity therapists must attend mandatory training, which is offered twice a year.
 - c. Psychologists' Training, Psychiatry Training and Mental Health Nurses' Training are mandatory trainings each offered twice a year. Psychologists, psychiatrists/APRNs and mental health nurses must attend.
 - d. Suicide Awareness and Ethics training are mandatory, offered annually, and may include continuing education hours for all mental health staff, including psychologists, psychiatrists/APRNs and any ancillary mental health staff.

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- e. Advanced Mental Health Training or other special training as needed, based on special issues or needs impacting Georgia Department of Corrections Mental Health services system. (Current Training Calendar is found on Captiva)
4. Georgia Department of Corrections Office of Professional Development will document all state training on training rosters that are maintained, and the institutional training officer will maintain institutional training records. Mental health unit managers must maintain training records on all staff and consultants on-site for all mental health training.
5. Training agendas, lesson plans, handouts and evaluations for all statewide mental health training will be maintained by the Georgia Department of Corrections Office of Professional Development.

V. Attachments:

Attachment 1: Orientation for Mental Health Staff (M17-01-01)

Attachment 2: Orientation for Licensed Staff (M17-01-02)

VI. Record Retention of Forms Relevant to this Policy:

Upon completion, Attachments 1 and 2 shall be placed in the employee's credentialing file for the duration of their employment. Once the employee separates from employment, the personnel file shall be retained two (2) calendar years, then destroyed.