

# Virginia Department of Criminal Justice Services Field Training and On the Job Training Performance Outcomes

## Civil Process Field Training

Field training is the responsibility of the employing agency. In conjunction with completing basic academy training, deputy sheriff's designated to serve process service pursuant to the provisions § 8.01-293 of the Code of Virginia shall identify requirements related to the employing agency and complete the following field training performance outcomes.

### **9.1 – 9.6 Policies, Procedures and Operations**

- 9.1. Identify agency policy regarding professional appearance related to clothing and grooming.
- 9.2. Identify agency policy and procedures for handling violations of professional, ethical or legal standards of conduct by fellow process service officers.
- 9.3. Identify agency policy and procedure related to communicating information about service of process to internal and external authorities.
- 9.4. Identify agency policy and procedure for obtaining assistance for communicating with various cultural backgrounds or with various disabilities.
- 9.5. Identify agency policy and procedures for eviction when an outstanding warrant exists.
- 9.6. Identify department policy related to explaining a violation of county or municipal ordinance(s) that is the basis for service of process.
- 9.7. *(Repealed)*
- 9.8. Complete IS-700 NIMS Introductory training course and provide certificate of completion to supervisor.
- 9.9. Complete ICS 100 Introductory training course and provide certificate of completion to supervisor.

**\* Special Note: Completion of IS-700 NIMS Introductory course through FEMA online training will accomplish 9.8. Completion of ICS 100 Introductory course through FEMA online training will accomplish 9.9.**

9.10. Use an impact weapon to control a subject if impact weapons are assigned by agency.

9.10.1. Identify the primary, secondary and lethal target areas.

9.10.2. . Demonstrate offensive and defensive stances.

9.10.3. Demonstrate proper verbalization and touch/striking techniques for primary, secondary and the non-lethal target areas.

# Courtroom Security Field Training

Field training is the responsibility of the employing agency. In conjunction with completing basic academy training, deputies designated in accordance with the requirement of § 53.1-120 to ensure the courthouses and courtrooms are secure from violence and disruption shall identify requirements related to the employing agency and complete the following field training performance outcomes.

## **9.1 – 9.17 Policies, Procedures and Operations**

9.1. Identify agency policy regarding professional appearance related to clothing and grooming.

9.2. Identify agency policy and procedures for handling violations of professional, ethical, or legal standards of conduct by fellow deputies/court security officers.

9.3. Identify agency policies related to security of prisoners in court and determining any special security needs.

9.4. Identify agency policy and procedure related to treatment of juvenile prisoners.

9.5. Identify agency policy and procedure related to communicating information about a prisoner to internal and external authorities.

9.6. Identify agency policy and procedure for obtaining assistance for communicating with various cultural backgrounds or with various disabilities.

9.7. Identify department policy relating to emergency evacuation plans for courtrooms and courthouses.

9.8. Identify department policy and procedures related to jury protection and jury sequestering.

9.9. Conduct court security procedures with an awareness of terrorism possibilities.

9.10. (Repealed)

9.11. Complete IS-700 NIMS Introductory training course and provide certificate of completion to supervisor.

9.12. Complete ICS 100 Introductory training course and provide certificate of completion to supervisor.

**\* Special Note: Completion of IS-700 NIMS introductory course through FEMA online training will accomplish 9.11.** (Completion of ICS 100 Introductory course through FEMA online training will accomplish 9.12.).

9.13. Identify primary, secondary, and lethal target areas for use of an impact weapon if impact weapon is assigned by agency.

9.14. Demonstrate offensive and defensive stances for use of an impact weapon if impact weapon is assigned by agency.

9.15. Demonstrate proper verbalization and touch/striking techniques for primary, secondary, and the non-lethal target areas if impact weapon is assigned by agency.

9.16. Identify department policy related to impact weapons used by their department, e.g., expandable batons, electronic immobilization devices, etc., if assigned by agency.

9.17. Provide training related to courthouse entrance screening where applicable. Examples of equipment that may be included in a courthouse entrance screening:

- a. Magnometer
- b. X-ray machine
- c. Handheld metal detector

# Jail Officer Field Training

In conjunction with completing basic academy training, deputy sheriffs and jail officers as defined in 53.1-1 of the Code of Virginia must identify requirements related to the employing agency and complete the following field training performance outcomes:

## **9.1 – 9.30 Policies, Procedures and Operations**

- 9.1. Identify agency policy regarding professional appearance related to clothing and grooming.
- 9.2. Identify agency policy and procedures for handling violations of professional, ethical, or legal standards of conduct by fellow deputies/jail officers.
- 9.3. Identify agency policies related to commitment and treatment of prisoners.
- 9.4. Identify agency policy and procedure related to treatment of juvenile offenders.
- 9.5. Identify agency policy and procedure related to communicating information about a prisoner to internal and external authorities.
- 9.6. Identify agency policy and procedure for obtaining assistance for communicating with various cultural backgrounds or with various disabilities.
- 9.7. Identify agency policy and procedure related to receiving, securing, and disbursing funds from an inmate's personal account.
- 9.8. Identify agency policy related to file and retrieving records in agency system.
- 9.9. Identify agency policy related to removing a report from agency records system as appropriate and required by law and when assigned to make this removal.
- 9.10. Identify agency policy for reporting maintenance problems.
- 9.11. Identify agency policy for performing a safety inspection.
- 9.12. Identify agency policy and procedures for participating in searches with multiple agencies.
- 9.13. Identify agency policy and procedure for conducting interrogations.
- 9.14. Identify agency policy regarding the communication of emergency messages.

- 9.15. Identify agency policy and procedure for documenting proceedings related to dealing with emotionally upset individuals.
- 9.16. Identify agency policy and procedure for documenting proceedings related to a inmate who commits suicide.
- 9.17. Identify agency policy and procedures for obtaining an emergency custody order or temporary detention order.
- 9.18. Identify department policy related to explaining a violation of county or municipal ordinance(s) that is the basis for issuing a summons to a violator.
- 9.19. Identify department policy relating to use of discretion regarding a violation of law or ordinance.
- 9.20. Identify agency policy and procedure for establishing and tracking chain of custody of evidence.
- 9.21. Identify agency policy, procedure, and documentation required for return of property held as evidence when lawfully released.
- 9.22. Identify agency policy and procedure for making a warrantless arrest.
- 9.23. Identify agency policy regarding information that may be given to families of adult defendants.
- 9.24. Identify agency policy and procedure to initiate inmate disciplinary actions.
- 9.25. Identify agency policy and procedure to issue and document provision of non-prescription and prescription medicine in the absence of medical staff.
- 9.26. Identify agency policy related to sexual harassment in the workplace.
- 9.27. Identify agency policy and procedure related to operation of emergency vehicles.
- 9.28. Identify agency policy and procedures to follow upon the death of an inmate.
- 9.29. Identify agency policy and procedure for interrogations.
- 9.30. Identify agency policy and procedure for transporting and escorting a person for the purpose of obtaining personal property from a person under a restraining order.

### **9.31 – 9.37 Use of Force, Weapons Use**

- 9.31. Identify agency policy related to use of force.
- 9.32. Identify agency policy related to use of restraints, weapons (including impact weapons), electronic immobilization devices, and chemical sprays.
- 9.33. Identify agency policy and procedure for documenting injuries to a prisoner.
- 9.34. Identify agency policy and procedure for documenting injuries to staff.
- 9.35. Identify agency policy and procedure for documenting incidents that required a use of force.
- 9.36. Identify agency policy related to carrying a firearm while off duty.
- 9.37. Use an impact weapon to control a subject.
  - 9.37.1. Identify primary, secondary and lethal target areas.
  - 9.37.2. Demonstrate offensive and defensive stances.
  - 9.37.3. Demonstrate the proper verbalization and touch/striking techniques for primary, secondary and the non-lethal target areas.

### **9.38 – 9.40 Transporting Prisoners**

- 9.38. Identify agency policy related to medical transports involving rescue squads or other non-agency vehicle.
- 9.39. Identify agency policy related to non-traditional medical transports, i.e., pregnant inmate, disabled inmate (various disabilities), etc.
- 9.40. Identify agency policy and procedure for searching, securing, and transporting a prisoner to mental health facility.

### **9.41 – 9.44 Safety Training**

- 9.41. Complete the Virginia Occupational Safety and Health training related to exposure to blood borne pathogens.
- 9.42. Demonstrate use of protective gear for air borne pathogens and the use of a protective mask to enter a simulated contaminated area following prescribed method and determine when safe to remove mask and exit area.

9.43. Notify persons exposed to blood or body fluids while assisting a deputy or jail officer that they have a right to the test results for HIV or hepatitis.

9.44. Identify procedure for a deputy or jail officer to follow to obtain a blood sample from an individual related to a blood exposure.

#### **9.45 – 9.61 General Tasks**

9.45. Stand, walk or sit for more than half of work shift.

9.46. Perform duties while wearing heavy equipment other than a gun belt (SCBA, Scott Air Pack, Ballistic Vest, Riot Gear).

9.47. Participate in drills (fire, disaster, hostage situations, and/or evacuations).

9.48. Facilitate group meetings within facility, if assigned.

9.49. Review incoming and outgoing mail and distribute mail.

9.50. Operate controls and radios for facility.

9.51. Inspect security devices and report deficiencies.

9.52. Maintain security of keys and tools and report discrepancies.

9.53. Report and document need for repairs to any equipment or tools used in the facility.

9.54. Inspect/wear emergency response equipment and protective gear/apparatus of agency and report any deficiencies.

9.55. Operate agency fire extinguisher to extinguish fires.

9.56. Check audio/video communications equipment for proper operation and report any deficiencies.

9.57. Discuss any personal or on-the-job problems with your supervisor.

9.58. Inspect electrical wiring, plugs, and receptacles for operation and safety.

9.59. Inventory forms and other supplies.

9.60. Test emergency power supply when directed.

9.61. Fingerprint subject for commitment to jail if assigned.

### **9.62 - 9.66 Records**

- 9.62. Identify the records, documents and reports used within a jail.
- 9.63. Identify various agency records including directories, inventories, warrants served and bonds as assigned.
- 9.64. File and retrieve documents in agency records systems in accordance with agency policy.
- 9.65. Identify the forms and the steps required to act upon the forms, documents, and orders generated by the courts or other legal entities, i.e., disposition, continuance, changes in charges, hold cards or detainers, etc.
- 9.66. Identify other operational forms and documents used within the jail, i.e., canteen form, grievance forms, inmate requests, serious incident report (SIR) forms, post logs, supply requisitions, etc.

### **9.67 – 9.69 Public Safety Response to Terrorism**

- 9.67. Complete IS-700 NIMS Introductory training course and provide certificate of completion to supervisor.
- 9.68. Complete ICS 100 Introductory training course and provide certificate of completion to supervisor.
- 9.69. (Repealed)

# Law Enforcement Field Training

Field training is the responsibility of the employing agency. In conjunction with responding to calls for law enforcement service, law enforcement officers as defined in § 9.1-101 of the Code of Virginia shall identify requirements related to the employing law enforcement agency and the following performance outcomes related to field training:

## **10.1 - 10.46 Department Policies, Procedures, and Operations (General Law Enforcement)**

- 10.1. Identify department policy and procedure related to handling traffic accidents with injuries and/or fatalities.
- 10.2. Identify department policy and procedure related to handling traffic accidents without injuries and/or fatalities.
- 10.3. Identify department policy and procedure relating to giving warning notices for and/or impounding abandoned vehicles.
- 10.4. Identify department policy regarding assistance to motorists by starting vehicles using jumper cables.
- 10.5. Identify department policy regarding transportation of persons needing assistance.
- 10.6. Identify department policy regarding vehicle operations.
- 10.7. Identify department policy regarding high risk motor vehicle stops.
- 10.8. Identify department policy regarding emergency response driving.
- 10.9. Identify department policy regarding use of a patrol vehicle as a barrier to assist in apprehending a suspect.
- 10.10. Identify department policy regarding traffic checking details.
- 10.11. Identify department policy regarding any special requirements associated with investigation of accidents involving law enforcement vehicles.
- 10.12. Identify department policy for notifying proper authority to direct removal of vehicles obstructing traffic.
- 10.13. Identify department policy and procedure to check patrol vehicle speedometer calibration.

- 10.14. Identify department procedure to repair or replace non-functioning equipment.
- 10.15. Identify department procedure to prioritize and document telephone interviews about complaints or requests for service.
- 10.16. Identify department procedure for handling complaints about law enforcement personnel.
- 10.17. Identify department policy relating to explanation of the nature of complaints to offenders.
- 10.18. Identify department policy and procedure relating to the use of restraints, safety equipment, and transporting arrestees.
- 10.19. Identify department policy regarding discretionary arrest.
- 10.20. Identify department policy regarding use of force issues, physical restraints, and weapons.
- 10.21. Identify department policy regarding issues of false arrest.
- 10.22. Identify department policy regarding treatment of arrestee(s).
- 10.23. Identify department policy regarding privacy and security of person(s) and information.
- 10.24. Identify department policy and procedure regarding strip searches of arrestees.
- 10.25. Identify department policy regarding taking intoxicated persons to detox, jail or a lockup.
- 10.26. Identify department policy regarding false alarms.
- 10.27. Identify department policy regarding shoplifting complaints.
- 10.28. Identify department policy relating to visual checks of homes or businesses to ensure security.
- 10.29. Identify department policy relating to escorting money, valuables, or people to provide security.
- 10.30. Identify department policy and procedure relating to a found person.
- 10.31. Identify department policy and procedures relating to lost property.

- 10.32. Identify department policy and procedures relating to found property.
- 10.33. Identify department policy regarding family abuse/domestic violence issues.
- 10.34. Identify department policy relating to hostage negotiations.
- 10.35. Identify department policy relating to barricaded subjects.
- 10.36. Identify department policy and procedure to follow when participating in aids involving multiple agencies.
- 10.37. Identify department policy and components of emergency disaster response plans.
- 10.38. Identify department policy regarding when to check with supervisors regarding follow-up investigations.
- 10.39. Identify department policy relating to carrying a firearm when off duty.
- 10.40. Identify department policy regarding self-identification as a law enforcement officer.
- 10.41. Identify department policy on providing information to persons participating in ride-along programs.
- 10.42. Identify department policy related to the use of a K-9.
- 10.43. Identify department policy related to use of speed enforcement devices to clock rated speed when assigned.
- 10.44. Identify department policy related to use of a patrol vehicle.
- 10.45. Read and comprehend department policies and apply same to law enforcement practices.
- 10.46. Identify department recruitment policies and be able to explain these.

**10.47 - 10.52 Local Government Structure and Local Ordinances**

- 10.47. Upon request, explain to a violator the county or municipal ordinance that is the basis for a summons.
- 10.48. Identify violations which are reportable to proper authority of an educational institution (e.g., truancy, drinking, etc.).

10.49. Identify local ordinances related to loitering, panhandling, nuisances, and other behaviors not specifically covered in the Code of Virginia.

10.50. Identify local ordinances related to animal complaints.

10.51. Identify local ordinances related to noise violations.

10.52. Issue citations for violations of various ordinances.

### **10.53 - 10.56 Court Systems, Personnel, Functions and Locations**

10.53. Identify procedures which help to maintain effective relations with court personnel officials.

10.54. Explain court procedures to suspects, victims, and witnesses.

10.55. Identify local resources that may assist an arrestee in obtaining bail.

10.56. Identify how to contact the office of the commonwealth attorney with questions regarding prosecution.

### **10.57 - 10.59 Resources and Referrals**

10.57. Identify and provide referral to appropriate social services or help agencies according to need.

10.58. Identify local agencies available to assist victims of rape and/or other sex crimes.

10.59. Provide street directions in patrol and jurisdiction areas.

### **10.60 - 10.68 Records and Documentation**

10.60. Identify court and legal papers for filing and record keeping.

10.61. Identify department policy and procedure relating to access to department records and NCIC or VCIN.

10.62. Identify department procedure to contact Commonwealth's Attorney regarding paperwork for seizure of items related to asset forfeiture.

10.63. Identify department format for entering data on cards for filing.

10.64. Identify department procedures to initial, mark, and label evidence and seized, detained or recovered property to establish chain of custody and maintain inventory storage requirements.

10.65. Identify department policy and procedure for disposition of property and evidence (release or destruction).

10.66. Identify department procedures to file and retrieve documents in records system.

10.67. Identify department policy and procedure relating to VCIN and NCIC entry for lost, missing, or abducted person.

10.68. Provide mutual assistance in reviewing reports for completeness and accuracy when requested.

### **10.69 - 10.72 Administrative Handling of Mental Cases**

10.69. Identify department policy related to handling cases of mental illness/abnormal behavior and taking into custody when necessary.

10.70. Identify department procedure to serve mental health commitment papers (emergency custody orders or temporary detention orders only).

10.71. Identify department procedure regarding pick-up, transport, delivery locations and processing of mental patients.

10.72. Identify department procedures for contacting mental health resources.

### **10.73 - 10.77 Local Juvenile Procedures**

10.73. Identify department policy related to local juvenile procedures.

10.74. Identify department policy relating to the apprehension of juvenile offenders and placement in custody.

10.75. Identify department policy regarding advising juveniles of their constitutional rights without a parent present.

10.76. Identify department policy relating to the transportation of juveniles to a home or a detention center.

10.77. Identify department policy for handling a juvenile complaint.

### **10.78 - 10.81 Detention Facilities and Booking Procedures**

10.78. Identify department procedures for booking an arrested person.

10.79. Identify department procedures for photographing the arrested person from front and side views.

10.80. Observe and evaluate physical condition of arrestee to assess need for medical attention.

10.81. Recognize signs of mental illness/disability to assess need for psychiatric attention.

### **10.82 - 10.89 Facilities and Territory Familiarization**

10.82. Identify streets in patrol and jurisdiction areas.

10.83. Demonstrate patrol procedures during department training.

10.84. Identify components of department emergency response plan for disasters.

10.85. Investigate damage to roadways to assess safety, repair needs, etc.

10.86. Issue parking tickets.

10.87. Analyze weather and road conditions to assess need for emergency equipment such as snow plow, sand trucks, etc.

10.88. Investigate unusual odors.

10.89. Investigate unusual sounds or noises.

### **10.90 - 10.95 Miscellaneous**

10.90. Sit, stand, or walk for 4 hours or more out of an 8 hour time frame on a non-continuous basis without pain or fatigue.

10.91. Identify radio codes or communications language used by the department.

10.92. Operate the department's preliminary breath test equipment to test blood alcohol content.

10.93. Demonstrate or explain use of department camera to photograph accident scene or crime scene.

10.94. Demonstrate a photographic line-up.

10.95. Test operate communications equipment to be sure it is in working order.

### **Field Training: 100 hours**

# Dispatcher On-the-Job Training

On-the-job-training is the responsibility of the employing agency. In conjunction with completing basic academy training, the dispatcher whose duties include dispatching for law enforcement, shall identify requirements related to the employing agency and complete the following field training performance outcomes:

## **5.1- 5.29 Equipment Use**

- 5.1. Demonstrate ability to utilize agency equipment to handle 911 call taking and dispatching duties.
- 5.2. Quickly and accurately recording information into CAD and/or on cards.
- 5.3. Use maps and street files to identify locations and proper codes (hard copy and/or computerized, if available).
- 5.4. Accurately type information received verbally.
- 5.5. Transmit the complaint to radio dispatch by computer/telephone, or personally dispatch appropriate response unit(s).
- 5.6. Use written information or computer-aided dispatch to assign law enforcement, fire, and rescue units.
- 5.7. Monitor and update status of incidents and status of field units.
- 5.8. Update the field units regarding incident and status information.
- 5.9. Use written information or computer-aided dispatch to redirect incidents to another dispatcher.
- 5.10. Monitor, respond, and dispatch by radio, computer transmission, or written information to and from field units.
- 5.11. Basic concepts and differences between basic and enhanced 9-1-1 telecommunications systems.
- 5.12. Conference phone lines to enable communications.
- 5.13. Monitor transferred call until connection is established.
- 5.14. Receive and handle TDD calls.
- 5.15. Hold phone line to complete a telephone trace.

- 5.16. Use ANI/ALI to locate and identify caller, if applicable.\*
- 5.17. Complete ANI/ALI forms to update entries, if applicable.\*
- 5.18. Use call check system to replay “difficult” calls, if applicable.\*
- 5.19. Use “emergency ring down” phones, if applicable.\*

\*These criteria must be tested if the agency utilizes this telecommunications equipment.

- 5.20. Conduct/monitor civil defense test.
- 5.21. Enter data into a record system.
- 5.22. Generate reports.
- 5.23. Restart the computer system, if applicable.
- 5.24. Transcribe and/or copy a tape recording, if applicable.
- 5.25. Operate radio equipment
- 5.26. Operate paging equipment
- 5.27. Patch radio frequencies
- 5.28. Perform radio frequency tests.
- 5.29. Use of alternative communication methods if regular radio is down.

#### **5.30-5.44 VCIN/NCIC**

- 5.30. Using NCIC or other manuals for assistance (if applicable)
- 5.31. Transmitting emergency bulletins by TTY (if applicable)
- 5.32. Query vehicle (if applicable)
- 5.33. Query Computerized Criminal History (CCH) (if applicable)
- 5.34. Query stored vehicles (if applicable)
- 5.35. Query driver’s license (if applicable)
- 5.36. Enter administrative license suspension (if applicable)

- 5.37. Query stolen articles (if applicable)
- 5.38. Query gun (if applicable)
- 5.39. Query wanted/missing persons (if applicable).
- 5.40. Clearing entries (if applicable)
- 5.41. Enter/query protective orders (if applicable).
- 5.42. Modify information in computer database (if applicable)
- 5.43. Hit confirmation process (to include placing locate)
- 5.44. Informal and formal messages (if applicable)

***Note: Trainee must complete VCIN/NCIC training prior to being tested on the job by criteria numbers 5.31 through 5.44.***

**5.45-5.70 General**

- 5.45. Answer, refer, and route calls/messages to proper departmental unit.
- 5.46. Prepare a general broadcast bulletin
- 5.47. Complete data entry forms (if applicable)
  - 5.47.1. Wanted or missing person
  - 5.47.2. Stolen vehicle
- 5.48. Prepare an activity log
- 5.49. Prepare a summary report
- 5.50. Prepare an intra-departmental memo
- 5.51. Monitor alarm/security systems, if applicable.
- 5.52. Receive opening/closing calls, if applicable.
- 5.53. Maintain equipment within the communications center.
- 5.54. Troubleshoot equipment problems.
- 5.55. Document equipment problems.

- 5.56. Identify local ordinances affecting dispatch operations.
- 5.57. Use and maintain maps and cross street directories.
- 5.58. Demonstrate map reading skills to include street directions.
- 5.59. Use and maintain log shift rosters of assigned field units.
- 5.60. Use and maintain department files for warrants and/or other citations.
- 5.61. Use and maintain complaint history files.
- 5.62. Use and maintain specialized logs or data bases, e.g. medical incidents, problem addresses, restraining orders, etc.
- 5.63. Use and maintain towing agency rotation logs.
- 5.64. Use and maintain business directories.
- 5.65. Use and maintain a directory of services provided by other agencies.
- 5.66. Answer an anonymous witness line, e.g., Crime Stoppers, if applicable.
- 5.67. Provide information, refer and/or transfer calls to appropriate departments or agencies as a general service to the public.
- 5.68. Provide requested information to authorized departments or agencies, per department policy.
- 5.69. Maintain general resource material in the Communications Center.
- 5.70. Maintain order and cleanliness in the Communications Center

# Performance Outcomes for Dispatchers (Effective March 30, 2019)

## Dispatchers On the Job Training

COT approved June 14, 2018

In conjunction with completing basic academy training, the dispatcher must review local policies and procedures and competently and accurately perform the tasks/skills identified in the On-The-Job-Training performance outcomes below.

### **5.1 - 5.100. Equipment Use**

5.1. Demonstrate the ability to use and manage a phone system:

5.1.1. Log in and out

5.1.2. Answer phone calls

5.1.3. Make phone calls

5.1.4. Transfer and conference calls

5.1.5. Disconnect calls

5.1.6. Search phone numbers

5.1.7. Place calls on hold

5.1.8. Adjust volume control and use mute feature

5.1.9. Obtain subscriber information

5.2. Demonstrate the ability to use and manage Computer Aided Dispatch (CAD):

5.2.1. Identify and use CAD commands

5.2.2. Identify and use CAD function keys

5.2.3. Identify and use CAD screens

5.2.4. Restart the computer system

5.3. Operate radio equipment:

5.3.1. Demonstrate knowledge of interoperable communication systems (e.g. COMLINC)

5.3.2. Identify the various ways to operate and transmit across the radio

5.4. Operate the audio logging system to playback call or radio traffic

5.5. Operate paging equipment

5.6. Maintain equipment within the communications center:

5.6.1. Troubleshoot equipment problems

5.6.2. Document and report equipment problems

**(5.7. – 5.100. Reserve)**

**5.101. – 5.200. Call Taking and Dispatching Duties**

5.101. Rapidly and accurately record information into CAD and/or on cards

5.102. Use written information and CAD to dispatch and assign law enforcement to respond

5.103. Research information on persons and locations (e.g. call history, wanted checks)

5.104. Identify elements of criminal acts to determine which category a crime should be classified per agency policy for purposes of labeling an incident in the CAD system

5.105. Track, monitor, and accurately document incidents and relay pertinent information from caller or other responders to law enforcement enroute to scene

5.106. Track, monitor, and accurately document incidents and relay pertinent information from caller or other responders to law enforcement on scene and routinely check for officer safety

5.107. Use written information /computer-aided dispatch to redirect incidents to another dispatcher within the agency

5.108. Use written information/ computer-aided dispatch to redirect incidents to another dispatcher in a different jurisdiction

- 5.109. Demonstrate the ability to process a call per Performance Outcome 1.5.
- 5.110. Demonstrate how to handle a wireless phone call
- 5.111. Transfer and monitor transferred call until connection is established
- 5.112. Receive and handle TDD calls
- 5.113. Monitor, respond, and dispatch by radio, computer transmission, and written documentation; information to and from field units
- 5.114. Demonstrate how to handle improperly routed calls and caller information discrepancies
- 5.115. Demonstrate the ability to use alternative call taking/dispatching methods if there is an equipment failure:
  - 5.115.1. Use alternative call taking/dispatching methods if computer is down
  - 5.115.2. Use alternative communication methods if regular radio is down
- 5.116. Use maps and street files to identify locations and proper codes (hard copy and/or computerized)
- 5.117. Receive and process telematics (e.g. OnStar) provider of vehicle crash information, including crash type, potential damage, location, availability/responsiveness of victim

**(5.118. – 5.200. Reserve)**

**5.201. - 5.300. VCIN/NCIC**

- 5.201. Use NCIC or other manuals for assistance
- 5.202. Transmit emergency bulletins by TTY
- 5.203. Attend VCIN /NCIC Certification Course and attain certification based on agency requirements. The agency shall produce Virginia State Police approved documentation of successful completion of the course.

**(5.204. – 5.300. Reserve)**

### **5.301. - 5.400. General**

5.301. Answer, refer, and route calls/messages to proper departmental unit:

5.301.1. Accurately document information received verbally

5.302. Prepare a general Be On the Lookout (BOLO)

5.303. Identify local ordinances pertaining to calls for service

5.304. Obtain and use maps and cross street directories

5.305. Demonstrate map reading skills to include street directions:

5.305.1. Identify agency geographical jurisdiction

5.305.2. Identify the geographical jurisdiction of contiguous localities

5.306. Demonstrate how to contact available resources internal or external to your agency

5.307. Provide information, refer and/or transfer calls to appropriate departments or agencies as a general service to the public

5.308. Provide requested information to authorized departments or agencies, per department policy (e.g. FOIA Officer, Public Information Officer)

5.309. Recite and use phonetic alphabet

5.310. Identify and use 24 hour (e.g. military and other emergency services) time

5.311. Review the agency's emergency operations plan

5.312. Review the agency's active shooter/assailant/threat policy and identify the dispatcher's role within the policy

### **(5.313 - 5.400. Reserve)**

# Basic Corrections Officer Field Training

Field training is the responsibility of the employing agency. In conjunction with completing basic academy training, the **basic correction officer** shall identify requirements related to the employing agency and complete the following field training performance outcomes:

## 11.1 -- 11.19 Policies, Procedures and Operations

11.1. Identify procedures related to professional appearance, clothing, grooming and issued equipment.

11.2. Identify procedures related to handling violations of professional, ethical, or legal standards of conduct by fellow officers.

11.3. Identify agency policies related to admissions and compliance with § [53.1-23.2](#) *Code of Virginia*.

11.4. Identify and demonstrate procedures and procedure related to communicating information about an inmate through internal and external requests.

11.5. Identify procedures related to obtaining assistance for communicating with inmates of various cultural backgrounds or with various disabilities.

11.6. Identify and demonstrate procedures related to receiving, securing, and disbursing funds from an inmate's personal account.

11.7. Identify and demonstrate procedures related to filing and retrieving records in agency system.

11.8. Identify and demonstrate procedures related to reporting maintenance problems.

11.9. Identify and demonstrate procedures related to performing a safety inspection.

11.10. Identify procedures related to emergency messages.

11.11. Identify and demonstrate procedures related to documenting proceedings dealing with emotionally upset inmates.

11.12. Identify and demonstrate procedures and procedures for documenting proceedings related to an inmate who commits suicide.

11.13. Identify and demonstrate procedures related to establishing and tracking chain of custody of evidence.

11.14. Identify and demonstrate procedures related to initiating inmate disciplinary actions.

11.15. Identify procedures related to non-prescription and prescription medicine.

11.16. Identify procedures related to sexual harassment in the workplace.

11.17. Identify procedures related to the death of an inmate.

11.18. Identify and demonstrate procedures related to Post Orders.

11.19. Identify intake, transfer, and release procedures

11.19.1. Re-entry planning

### **11.20 – 11.25 Use of Force, Weapons Use**

11.20 Identify procedures related to use of force:

11.20.1. Lethal

11.20.2. Less lethal

11.20.3. Escalation of force

11.20.4. Firearms

11.20.5. Types of firearms

11.20.6. Appropriate use

11.20.7. Authorized

11.21. Identify and demonstrate procedures related to use of restraints.

11.22. Identify and demonstrate procedures for documenting injuries related to an inmate.

11.23. Identify procedures for documenting injuries related to staff.

11.24. Identify and demonstrate procedures for documenting incidents related to use of force.

11.25. Demonstrate offensive and defensive techniques.

## **11.26 – 11.28 Transporting Inmates**

11.26. Identify and demonstrate procedures related to searching, securing, and transporting an inmate:

11.26.1. Restraints

11.26.2. Safety equipment

11.26.3. Observation and perception

11.26.4. Escorting

11.26.5. Loading/Unloading

11.27. Identify procedures related to medical transports involving rescue squads or other non-agency vehicle.

11.28. Identify procedures related to non-traditional medical transports, i.e., pregnant inmate, disabled inmate (various disabilities), etc.

## **11.29 – 11.60 General Tasks and Duties**

11.29. Identify and demonstrate proper radio and telephone communications procedures:

11.29.1. Properly operate hand held radio

11.29.2. How to use the radio in emergency situations/incidents/events

11.29.3. How to use the telephone in emergency situations/incidents/event

11.29.4. Evacuation procedures

11.30 Identify procedures related to the supervision of the opposite gender.

11.31 Identify and demonstrate procedures related to the supervision of inmates:

11.31.1 Positioning

11.31.2 Dining hall supervision

11.31.3 Supervision during education

11.31.4. Shower supervision

11.31.5. Night supervision

11.31.6. Recreation supervision

11.31.7. Kitchen supervision

11.31.8. Laundry supervision

11.31.9. ID checks procedures

11.31.10. Check in and/or out procedures

11.31.11. Accountability

11.31.11.1. Problems

11.31.11.2. Discrepancies

11.31.11.3. Reporting and documentation

11.32 Identify and demonstrate procedures related to the movement of inmates

11.32.1. General population

11.32.2. Special housing

11.33 Identify and demonstrate shakedown and/or extraction procedures, when applicable

11.34 Identify and demonstrate procedures related to log entries:

11.34.1. Writing emphasis

11.34.1.1. Spelling, neatness, legibility

11.34.1.2. Proper sentence structure

11.34.1.3. Accuracy, thoroughness, completeness, conscientiousness

11.34.1.4. Write in the first-person

11.34.2. Incident reports

11.34.3. Disciplinary offense reports

11.34.4 Legal ramifications

11.35 Identify and demonstrate agency procedures related to reporting incidents.

11.36 Identify procedures related to inmate discipline.

11.37 Identify procedures related to inmate grievance.

11.38 Identify and demonstrate procedures related to inmate personal property:

11.38.1. Approved apparel/clothing

11.38.2. Authorized items (TV, magazines, etc)

11.38.3. Inventory.

11.39 Identify and demonstrate agency procedures related to inmate use of telephone system.

11.40 Identify and demonstrate agency procedures related to institutional mail operations;

11.40.1. Inmate's legal mail

11.40.2. Procedures for delivering legal mail (as policy permits)

11.40.3. Pick up/distribution procedures

11.40.4. General/special purpose mail and/or package procedures

11.41 Identify procedures related to sick call and/or medication operations:

11.41.1. Medical emergencies.

11.41.2. Sick call procedures.

11.41.3. Medication disbursements, where applicable.

11.41.4. Suicide awareness and watches.

11.41.5. Entry and exit searches.

11.42 Identify and demonstrate procedures related to physical counts, controls, and telephone system:

11.42.1. Informal counts

11.42.2. Formal counts (by two certified officers)

- 11.42.3. Master counts (total population)
- 11.42.4. Out counts
- 11.42.5. Telephone system
- 11.42.6. Key control
- 11.42.7. Master/Central/Housing control centers

11.43 Identify and demonstrate procedures related to entries, searches, and inspections:

- 11.43.1. Living/common/work area search
- 11.43.2. Housing area search (cell, dorm, pod)
- 11.43.3. Security inspections
  - 11.43.3.1. Sally ports
  - 11.43.3.2. Vehicles
  - 11.43.3.3. Cargo
  - 11.43.3.4. Visitors
  - 11.43.3.5. Equipment
  - 11.43.3.6. Lighting systems
  - 11.43.3.7. Perimeter securities
    - 11.43.3.7.1. Internal
    - 11.43.3.7.2. External
  - 11.43.3.8. Bars
  - 11.43.3.9. Cells
  - 11.43.3.10. Pod doors
  - 11.43.3.11. Inmate loading and unloading procedures
  - 11.43.3.12. Basement, where applicable

- 11.43.3.13. Yard
- 11.43.3.14. Internal and external work areas
- 11.43.3.15. Cat walk, where applicable
- 11.43.3.16. Tower, where applicable
- 11.43.3.17. Gun post, where applicable
- 11.43.3.18. Structural inspections
- 11.43.3.19. Patrols
  - 11.43.3.19.1. Vehicle
  - 11.43.3.19.2. Walking
- 11.43.3.20. Accountability
  - 11.43.3.20.1. Incidents
  - 11.43.3.20.2. Discrepancies
  - 11.43.3.20.3. Reporting and documentation

11.44 Identify and demonstrate search procedures for inmates, staff, and visitors.

11.45 Identify and demonstrate procedures related to proper tool control:

- 11.45.1. Tool control
- 11.45.2. Who can use and sign out tools
- 11.45.3. Tool issue
- 11.45.4. Missing tool

11.46 Identify and demonstrate procedures related to proper key control.

- 11.46.1. Key control policy
- 11.46.2. Maintaining key control
- 11.46.3. Procedure for obtaining keys

- 11.46.4. Who is allowed keys
- 11.46.5. Emergency exit keys
- 11.47 Identify procedures related to the proper management of inmate behavior:
  - 11.47.1 Self-mutilation.
  - 11.47.2 Safe and healthy environment (e.g., sanitation).
- 11.48. Identify and demonstrate procedures related to inmate special housing.
- 11.49 Identify and demonstrate procedures related to identification and supervision of gangs.
- 11.50 Identify procedures related to riot prevention, lockdowns and/or emergencies.
- 11.51 Identify and demonstrate procedures related to emergency response plans:
  - 11.51.1. Escape response plan
  - 11.51.2. Evacuation response plans
- 11.52. Identify and demonstrate procedures related to the proper use of restraining devices:
  - 11.52.1. Type of restraints
  - 11.52.2. Application
  - 11.52.3. Unacceptable practices
- 11.53 Identify agency procedures related to inmate rules of conduct:
  - 11.53.1. Prohibited acts
  - 11.53.2. Disciplinary actions
    - 11.53.2.1. Sanctions
    - 11.53.2.2. Interventions
- 11.54. Identify disciplinary hearings.
- 11.55. Identify inmate grievance procedures.

- 11.56. Identify inmate property procedures:
  - 11.56.1. Authorized items
  - 11.56.2. Inventories
  - 11.56.3. Dispositions of unauthorized items
  - 11.56.4. Inmate property inventory procedures
- 11.57. Identify procedures related to visitation.
  - 11.57.1.1. Security and supervision
  - 11.57.1.2. Illegal activities
  - 11.57.1.3. Authorized and unauthorized searches
  - 11.57.1.4. Weapons (homemade, improvised, etc.)
  - 11.57.1.5. Drug contraband
  - 11.57.1.6. Types of searches
  - 11.57.1.7. Reporting and documentation
  - 11.57.1.8. Sight supervision
- 11.58. Identify procedures related to fire response:
  - 11.58.1. Major fires
  - 11.58.2. Emergency actions
  - 11.58.3. Master/Central control notification
  - 11.58.4. Use of fire suppression equipment
  - 11.58.5. Evacuation
- 11.59. Identify procedures related to emergency situations:
  - 11.59.1. Response teams
  - 11.59.2. Attempted escapes and/or escapes

- 11.59.3. Hostages situations
- 11.59.4. Barricaded inmate(s)
- 11.59.5. Bomb threats and/or IEDs
- 11.59.6. Threats
- 11.59.7. Environmental incidents, events, and/or disasters
- 11.59.8. Human made incidents, events and/or disasters
- 11.59.9. Hazardous materials and/or chemicals
- 11.60. Identify and demonstrate procedures related to contraband searches:
  - 11.60.1. Procedures
  - 11.60.2. Recognition
  - 11.60.3. Control of contraband
  - 11.60.4. Documentation and reporting
  - 11.60.5. Frisk
  - 11.60.6. Strip
  - 11.60.7. Cell/pod/dorm searches
  - 11.60.8. Area/perimeter searches

**Field Training: 200 hours**

**Approved by the Criminal Justice Services Board Committee on Training  
December 11, 2014.**