

7.3 Staff Training

Introduction

This U.S. Immigration and Customs Enforcement (ICE) Family Residential Standard ensures that Center staff, contractors, and volunteers are competent in their assigned duties by requiring that they receive initial and ongoing training.

Various terms used in this standard may be defined in the ICE Family Residential Standard on *Definitions*.

Program Philosophy

The requirements of this standard must be implemented in accordance with the ICE Family Residential Standard on *Program Philosophy, Goals, and Expected Outcomes*.

A. Language Access and Disability Requirements

Centers will adhere to the language access and disability laws, regulations, responsibilities, requirements, and laws cited in the ICE Family Residential Standard on *Program Philosophy, Goals, and Expected Outcomes* and the ICE Family Residential Standard on *Disability Identification, Assessment, and Accommodation*. These requirements must be promulgated in all Center policies, practices, and operations and its themes must be fully incorporated into every Center activity. This is of critical importance and will directly impact resident life, health, and safety.

Expected Outcomes

The expected outcomes of this standard are as follows (specific requirements are defined in the Expected Practices section in this standard):

1. Key positions are approved by ICE prior to hiring and job placement.
2. In cooperation with ICE, Centers will conduct a background investigation to determine whether any/all candidates for hire as staff members, contractors, and volunteers who may have contact with residents is suitable for employment with the Center, including a criminal background records check.
3. Before assuming his or her duties, each new full-time employee, contractor, or volunteer will receive training in the mandatory subjects listed herein, a Center orientation, and training on the current ICE Family Residential Standards, *Flores* Settlement Agreement, DHS PREA requirements, and other applicable state standards.
4. Full-time staff, contractors, and volunteers working in Centers when ICE Family Residential Standard revisions are disseminated will be given 30 days to complete training on those revisions.

7.3 Staff Training

5. All part-time staff, contractors, and volunteers will receive formal orientation training appropriate to their assignments. Any part-time, volunteer, or contract personnel working more than 20 hours per week will receive training appropriate to their position and commensurate with their full-time colleagues.
6. Training for staff, contractors, and volunteers will be provided by instructors who are qualified to conduct such training.
7. Staff, contractors, and volunteers who have minimal resident contact (such as clerical and other support staff) will receive initial and annual training commensurate with their responsibilities.
8. All staff, contractors, and volunteers who have *any* contact with residents must at least be trained on the Center's (and ICE's) zero tolerance policy for sexual abuse and assault, and on how to report allegations or suspicions of sexual abuse and assault.
9. All staff, including management, supervisory, professional, support, security, and health care staff, contractors, and volunteers who have regular or daily contact with residents, or who have significant responsibility involving residents, will receive initial and annual training commensurate with their positions.
10. In addition to the training requirements outlined in this Standard, staff and contractors will be encouraged to continue their education and professional development through incentives such as salary enhancement, reimbursement of costs, and administrative leave.
11. Personnel and contractors assigned to any type of emergency response unit or team will receive initial and annual training commensurate with these responsibilities including annual refresher courses on emergency procedures and protocols.
12. Personnel and contractors authorized to use chemical agents and electronic control devices (ECD) will receive thorough training in their use and in the treatment of individuals exposed to a chemical agent or ECD.
13. Security staff and contractors will be trained in self-defense procedures and use of physical control measures to include confrontation avoidance, de-escalation techniques, and emergency protocols.
14. New staff, contractors, and volunteers will acknowledge in writing that they have reviewed Center work rules, ethics requirements, regulations, conditions of employment, and related documents, and a copy of the signed acknowledgement will be maintained in each person's personnel file.
15. Staff, contractors, and volunteers will be properly qualified and will receive appropriate security clearances, including any State-required background checks for individuals working with minors, prior to beginning work in any Center.

7.3 Staff Training

Standards Affected

This standard replaces the ICE Family Residential Standard on *Staff Hiring and Training* dated 12/21/2007.

Expected Practices

A. Overview of Training

The Center Administrator will ensure that the Center conducts appropriate orientation and initial, ongoing, and annual training for all staff, contractors, and volunteers, with appropriate assessment measures consistent with this and other ICE Family Residential Standards.

Centers may contact the respective ICE ERO Field Office for access to U.S. Department of Homeland Security (DHS) training resources (e.g., DHS Office for Civil Rights and Civil Liberties training modules).

The amount and content of training will be consistent with the duties and function of each staff member, contractor, or volunteer and the degree of direct supervision that individual will receive.

The Center Administrator will assign at least one qualified individual, with specialized training for the position, to coordinate and oversee the staff development and training program. At minimum, training personnel will complete a 40-hour training-for-trainers course. In some Centers, this may be a collateral duty because of Center size.

The Training Coordinator will develop and document a Center training plan that is reviewed and approved annually by the Center Administrator and the ICE ERO Juvenile and Family Residential Management Unit (JFRMU) Chief. The Center Administrator will ensure that:

- Training is conducted by trainers certified in the subject matter. This is particularly important in life-safety subject areas such as chemical agents, ECDs (as applicable), self-defense, prohibited physical control measures or restraints, child welfare, emergency response, and first aid and cardiopulmonary resuscitation (CPR);
- Each trainee will be required to pass a written or practical examination to ensure the subject matter has been mastered. This is particularly important in life-safety subject areas such as chemical agents, ECDs (as applicable), self-defense, prohibited physical control measures and restraints, child welfare emergency response, first aid and CPR, and in ethical conduct;
- The formal training received by each trainee will be documented fully in permanent training records; and
- Formal certificates of completion will be issued and kept in the appropriate Center files.

B. Initial, Ongoing, and Annual Training

Initial training will be provided to all staff, contractors, and volunteers, and must be completed prior to the staff member, contractor, or volunteer assuming his or her duties. Completion of initial and ongoing training will be documented and records will be maintained in personnel files.

7.3 Staff Training

Training completion will be subject to monitoring and audit by the JFRMU Chief. In addition to training requirements for State licensing, staff, contractor, and volunteer training will include areas relevant to the care of families with a special emphasis on minors. Ongoing and annual refresher trainings will be offered as appropriate.

Training subjects and requirements for all staff, whether full-time, part-time, contractor, or volunteer, will be commensurate with their position.

The training programs will include, at a minimum:

1. ICE Family Residential Standards, Updates, and Overview of Center Operations

- An overview of all standards, updates, and Center operations.
- Flores Settlement Agreement.
- Other applicable State, local, and/or other requirements.

2. Staff Conduct

- Prohibition against staff or contractors providing legal advice or legal counsel;
- Code of ethics;
- Drug-free workplace;
- Staff rules and regulations;
- Confidentiality requirements;
- Appropriate conduct with residents;
- Avoiding inappropriate relationships with residents; and
- Supervision of residents.

3. Communication and Problem Solving

- How to communicate effectively and professionally with residents, including lesbian, gay, bisexual, transgender, intersex, and gender nonconforming residents, as well as those diagnosed with gender dysphoria;
- Behavior management approaches, including conflict resolution, de-escalation, and counseling techniques;
- Problem solving, negotiation, applying choices, and rewards and consequences;
- Communication skills (e.g., interpersonal relations, resident communication);
- Cultural awareness, competency, acculturation, and sensitivity (e.g., social and cultural lifestyles of residents, differences between residents and inmates);
- Executive Order 13166 (language access) and language issues including the requirement of meaningful access for limited English proficient residents, and language identification and assistance requirements; and

7.3 Staff Training

- The provisions of Federal and state law (as applicable) and Center policy governing equal access for residents with disabilities, including the actions that must be taken when encountering residents who may require accommodations or modifications to attain equal access to Center programs or activities, as well as the requirement to provide auxiliary aids or services as needed to ensure effective communication for residents with disabilities.

4. Health, Safety, and Security

- Occupational Safety and Health Administration (OSHA) or equivalent course that covers blood-borne pathogens, airborne pathogens, employee/resident safety, environmental health conditions, and other issues related to occupational exposure;
- CPR, first aid, automated external defibrillators, if located at the Center, and other health-related emergencies;
- Emergency and non-emergency medical procedures;
- Climate monitoring;
- Signs of suicide risk and suicide precautions, prevention, and intervention;
- Signs of and responses to hunger strikes;
- De-escalation and confrontation avoidance techniques;
- Use of physical control measures and restraint techniques;
- Self-defense techniques;
- Accommodations for residents with disabilities and other residents with special needs;
- Permitted search practices;
- Personal protective equipment;
- Hazardous waste disposal;
- Safety and security procedures and regulations;
- Key and lock control;
- Emergency preparedness and emergency plans , implementation, and procedures;
- Hostage situations and staff and contractor conduct if taken hostage;
- Use of video equipment and recording devices;
- Admissions processing and housing classification;
- Confidentiality requirements to include medical and mental health treatment;
- All training requirements listed in the Department of Homeland Security (DHS) *Standards to Prevent, Detect, and Respond to Sexual Abuse and Assault in Confinement Facilities* (Mar. 7, 2014), 6 CFR § 115, *et seq.* (“DHS PREA”), including the sections on juveniles; ICE’s and the Center’s zero-tolerance policy for all forms of sexual abuse or assault, to include sexual harassment and sexual misconduct; and the right of residents, staff, contractors, and

7.3 Staff Training

volunteers to be free from sexual abuse, and from retaliation for reporting sexual abuse (see also ICE Policy No. 11062.2, *Sexual Abuse and Assault Prevention and Intervention* (May 22, 2014));

- Signs and symptoms of depression and post-traumatic stress disorder; and
- Gender- and trauma-informed approaches when encountering residents.

5. Specific to Children and Families

- Common health and mental health diagnoses of children;
- Child health and welfare;
- Child development theory;
- Child trafficking and smuggling;
- Federal, state, and local child abuse reporting requirements; and
- Care of children when parent is unavailable.

6. Other/Administrative

- ICE Family Residential Standards and Center orientation;
- Overview of asylum and other protections from removal;
- Report writing and documentation;
- Education, recreation, and other activities available to residents;
- Resident handbook including rules, regulations, and rights; and
- Grievance procedures and protocols, including medical and emergency grievances.

Additionally, Centers must adhere to other ICE Family Residential Standards that mandate more frequent training requirements and any applicable State training and/or licensing requirements.

C. Continued Education and Professional Development

Staff will be encouraged to continue their education and professional development through incentives such as salary enhancement, reimbursement of costs, and administrative leave.

References

- ICE Family Residential Standard on Program Philosophy, Goals, and Expected Outcomes
- ICE Family Residential Standard on Emergency Plans
- ICE Family Residential Standard on Environmental Health and Safety
- ICE Family Residential Standard on Admissions and Release
- ICE Family Residential Standard on Key and Lock Control
- ICE Family Residential Standard on Searches

7.3 Staff Training

- ICE Family Residential Standard on Sexual Abuse and Assault Prevention and Intervention
- ICE Family Residential Standard on Use of Physical Control Measures and Restraints
- ICE Family Residential Standard on Health Care
- ICE Family Residential Standard on Health Care (Females)
- ICE Family Residential Standard on Significant Self-harm and Suicide Prevention and Intervention
- ICE Family Residential Standard on Disability Identification, Assessment, and Accommodation
- ICE Family Residential Standard on Resident Handbook
- ICE Family Residential Standard on Grievance System